

Grosvenor Hart Homes

Customer Voice Framework 2026-27

1. Introduction

1.1 The driving principle of the Grosvenor Hart Homes (GHH) Customer Voice Framework is to enable our customer to have genuine agency in shaping, scrutinising and improving GHH services.

1.2 The framework should provide us with the methods to ensure that GHH operates in a transparent and responsive way, putting customers at the heart of our delivery. The framework has been developed in response to feedback received from tenants over the last 12 months on how they would like to be engaged in contributing their views to GHH's services.

1.3 Key to this approach will be working closely with tenants to enable their agency to lead in the scrutiny of our services, and in customer-led projects, through capacity building, and by providing reward or remuneration for specific tasks we ask them to undertake (taking potential impact upon benefits, conflicts of interest and fairness into account).

2. Purpose

2.1 The purpose of the GHH Customer Voice Framework is to:

- Ensure that feedback from GHH customers (both tenants and service users) is listened to, understood, and acted upon, throughout the thread of the GHH business, at all levels of governance and operations, from our Board to the delivery of day-to-day services, and that we are transparent in demonstrating how customer voice has influenced decisions, improvements and outcomes
- Enable the co-design and co-production of projects and services
- Provide a mechanism for capturing and feeding in the customer voice into wider stakeholder engagement, enriching the evaluation of our services
- Allow us to understand how our services fair against other providers.

3. Methods

3.1 GHH capture both qualitative and quantitative information from tenants in the following ways:

- Surveys regarding specific service areas e.g. Move-in surveys, Repairs satisfaction surveys, complaint satisfaction surveys)
- Regular group resident meetings, including Neighbourhood Forums open to all GHH tenants
- A Customer Voice Panel, a formal forum made up of tenant volunteers, with a specific remit to provide structured scrutiny and oversight of GHH services with a particular focus on:
 - Policy development
 - Service design
 - Performance
 - Neighbourhood standards

3.2 The Customer Voice Panel operates in line with agreed Terms of Reference (Appendix 1), which set out its purpose, scope, membership and ways of working. The Panel is currently chaired by a GHH representative, with a clear expectation that customer voices lead discussion and provide challenge. Administrative support is provided by GHH. As part of our development work in 2026/27, we will support Panel members to take a more active role in leading the forum. This will include the formalisation of

customer roles, provision of training and support, and increased customer ownership and development of the Terms of Reference.

3.3 Membership of the Panel is open to all GHH customers. We will actively promote opportunities to join through a range of channels, ensuring that participation is accessible, inclusive, and reflective of our customer base. Our aim is to ensure representation from each GHH community, with at least one Panel member representing each tenancy or customer type, so that a broad range of views and experiences are reflected.

3.4 In addition, GHH feeds feedback captured through the following routes into service improvement:

- Feedback gathered through service requests, ASB reports, complaints and compliments
- Surveys gathering feedback on Tenant Satisfaction Measures (TSMs) in line with our regulatory requirements to the Regulator of Social Housing, and a temperature check on our services (alternate years)
- Feedback, including about our housing and support services and from specific incidents e.g. how we have dealt with complaints, are openly encouraged and logged for review and scrutiny through internal lessons learnt sessions which inform service improvement and changes to the GHH service blueprints where required.
- Regular neighbourhood inspections

4. How the GHH Customer Voice will feed into our business

4.1 The Customer Voice is fed into the GHH Board through (new features are in bold):

- An **annual meeting between customers and the GHH Board**, providing a formal opportunity for customers to give direct feedback to Board members. Feedback from this session will be captured, tracked, and monitored, with progress and outcomes reported back to customers to demonstrate how their voice has influenced decisions and actions.
- Information that is received through the GHH internal audit process and the monthly dashboard
- Regular review of lessons learnt from customer complaints to ensure they are acted upon to inform service improvement
- A Customer Voice report outlining recent activities and relevant case studies to be included in COO update at every board meeting
- **The standard template for Board papers to include a section showing how the Customer Voice has been heard when it is relevant to a proposal being made**
- Operational Policy updates which have been informed by feedback from the Customer Voice Panel, operational experience and customer feedback
- Reports on Regulatory Customer Voice requirements e.g. our bi-annual TSM Tenant Perception Measures Survey and our Annual Complaints Performance and Service Improvement Report, which is a Housing Ombudsman requirement.
- Ad-hoc tenant led feedback, e.g. written, video or audio recordings submitted by tenants.

5. How we feedback to our customers

5.1 Customers are informed of how GHH has responded to their feedback through customer voice channels in the following ways:

- At Customer Voice Panel meetings and reports
- Neighbourhood Forums
- Weekly tenant bulletins via email and post where requested
- GHH's Annual Report
- Responses to complaints

- Verbally and through email when a specific request is received.

6. Timetable of Customer Voice activities and events 2026/27

Month	Topic	Method
April	Complaints poster	Via email and customer events
May	Annual Review – structure and comparisons on how other people have approached it	Customer Voice Panel
June	Neighbourhood Management at EP and TSMs	Neighbourhood Forum
	Neighbourhood Management at Chester and TSMs	Neighbourhood Forum
July		
August	Repairs deep dive	Customer Voice Panel
	Neighbourhood Management at EP	Neighbourhood Forum
September	Neighbourhood Management at Chester	Neighbourhood Forum
October		
November	Income Management process deep dive	Customer Voice Panel
	Neighbourhood Management at EP	Neighbourhood Forum
December	Temp Check	Survey to all tenants
	Neighbourhood Management at Chester	Neighbourhood Forum
	Tenant / board member forum	Tenant / board member forum
January		
February	Customer Service Policy	Customer Voice Panel
March	Neighbourhood Management at EP	Neighbourhood Forum

Neighbourhood Inspections:

Chester – mid month on monthly basis

Ellesmere Port – mid month on quarterly basis

7. Review schedule

7.1 This framework will be reviewed every year or more frequently as a result of feedback obtained, internal/external audits and change in legislation or regulatory requirements. This process ensures the framework's continuing suitability, adequacy, and effectiveness

Version	Date approved	Date for review	Document owner
1.3	30.06.2026	30.06.2027	Sian van Oosten

Appendix 1.

Grosvenor Hart Homes (GHH) Customer Voice Panel – Terms of Reference

The Customer Voice Panel is a group of GHH customers who meet to share their views and help improve our services. Panel members don't just speak for themselves — they are there to represent the views of the wider GHH community, helping make sure different experiences and voices are heard.

We aim to have representation from each community and each tenancy type, so the Panel reflects the full range of people who live in GHH homes.

Purpose

The Panel helps us review and improve things like:

- Policies (the rules we work to)
- Services (such as repairs and support)
- How well we are performing
- Standards in your neighbourhood

We will give you information before meetings so you can take part and share your views with confidence.

Membership

Any GHH customer can join the Panel. You don't need any special experience — just your honest views and a willingness to represent others as well as yourself. We offer different ways to take part (in person or online) so it works for you.

Time commitment

Meetings take place regularly and usually last around 1 hour. There may be some reading to do before meetings, and the total time commitment is around 2 hours per month.

How the Panel works

The Panel is supported by GHH, who organise meetings and provide information.

Over time, we will work with Panel members to develop the group's independence and confidence, so customers play a leading role in discussions, priorities and challenge.

Roles within the Panel

To help the group run well, members may take on roles such as:

- **Chair**– helps guide discussions and keep meetings focused
- **Vice chair** – supports the chair and steps in when needed
- **Panel members** – take part in discussions and share views from the wider community
- **GHH facilitator** – supports the group and makes sure actions are followed up

Chair and Vice Chair roles: Members may self-nominate for these positions. Appointments will be determined by a vote of the wider membership. Successful candidates will serve an initial term of three years in post.

How your feedback is used

Your feedback will:

- Be written up after each meeting
- Be shared with GHH managers and the Board
- Help shape decisions, services and improvements

We will also tell you what has changed as a result of your feedback, so you can see the difference your voice makes.

How to get involved

If you would like to join the Customer Voice Panel, or find out more, please contact the GHH team.