



October 2022

Customer Operations Committee Members Candidate Information Brief

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Welcome Message

Thank you for your interest in becoming a Customer Operations Committee Member at Lincolnshire Housing Partnership (LHP).

This is an exciting opportunity for you to help us to achieve our key priorities in providing great homes and a sustainable community offering that meets the needs of our customers. We want to be known for the quality of our homes and our commitment to the very best in customer service delivery.

Our Board is changing. We have recently carried out recruitment campaigns for new Board Members, Trainee Board Members and Customer Independent Committee Members with diverse backgrounds who can provide strategic direction to LHP, helping us to maximise capabilities and deliver on all of our key organisational priorities.

Now we are looking to recruit another Customer Independent Committee Members with lived experience of LHP homes and communities to help us ensure that the Board's decisions are influenced by the needs, experience and concerns of customers. To find out more about being an Independent Committee member and this position, you can visit our website:

www.lincolnshirehp.com/committee-recruitment.

We are committed to ensuring equality, diversity and inclusion is embedded across all our working practices. We are currently working with the National Centre of Diversity on our journey to become accredited as Investors In Diversity. We actively promote equity, fairness, respect and engagement, and are committed to continuous improvement and combatting discrimination.

We recognise our customers and colleagues come from diverse backgrounds, with varying experiences and needs and believe that to be successful, we need to work with a talented and diverse range of people. Therefore, we welcome applications from customers of all backgrounds and with a broad range of experience.



Anthony Read
Chair of the Board

We are committed to equality of opportunity. Your application will be dealt with fairly and all decisions we make about it will be based on merit and your ability to meet the criteria required for the role.

Different experiences and perspectives are important. Being an LHP Committee member gives you the opportunity to share your unique skills and experience, while learning from others too.

The successful candidates will be expected to contribute to the Operations Committee, assisting in providing assurance to the Board on the performance of all services provided to customers, the asset management and maintenance of existing homes and development and sale of new homes.

They will need to operate strategically and impartially, listen, communicate and influence effectively, exercise judgment and have the ability to inspire confidence and support amongst our stakeholders. Given the scale of our ambition, you will need to be passionate about wanting to make a difference for Lincolnshire and our customers.

Working with the Operations Committee and Executive, you will be taking an influential role in delivering on our aspirations to provide our customers with the very best experience.

This is a fantastic time to be joining LHP. If you are interested in this opportunity, then we look forward to receiving your application.

Anthony Read

Anthony Read
Chair of the Board

About LHP

LHP exists to provide great homes, in strong communities across Lincolnshire. We manage around 12,500 homes and have a £50m annual turnover. As one of the largest employers in the region, we currently house more than 20,000 people. We are a registered charitable community benefit provider of social housing, and our purpose is to provide affordable homes for people in the greatest need in Lincolnshire.

Our homes are located across the east coast of Lincolnshire, with over 75% near Boston and Grimsby.

In 2022 we launched our new Corporate Plan for 2022-2027 in collaboration with customers, partners, and employees. We put our values of working together, putting the customer first, listening, acting, and learning at the heart of everything we do. Our visions and values remain the same with customers informing us of their priorities and the way we will go about our work in the future.

By great homes we mean great places to live which are secure, well-built, efficient to heat and run and which have sufficient space. But we know that to make a house into a great home they need to be in places where people want and can afford to live. So, we reinvest rental income into repairs, upgrades and

new affordable homes, but also into projects that improve health, build community spirit, reduce crime and which give people opportunities to realise their ambitions.

We understand that a strong community is one where people come together and support each other, and to achieve that we know we must collaborate with partners and listen to our customers.

Over the next few years, our aim is to achieve a consistent, high-quality service and to ensure customers actively influence our decisions. We will do this by:

→ By creating structured opportunities to **Listen, Act and Learn** from our customers, employees, and



stakeholders, co-creating services so that everyone who uses our services has a meaningful say in how we deliver them

→ Working **Together** as we can achieve more by working together with our key stakeholders and by working together as one team

The LHP way!

As a charitable community-based organisation, we channel profit back into services and projects that benefit our customers and local neighbourhoods and through strong governance and a keen eye on value for money, we ensure we are a sustainable business that is in a position to grow for the benefit of our communities.

In early-2020 we launched our internal Culture Change Programme, The LHP Way. The aim of this was to deliver an even better service

through greater investment in our employees. This means providing engagement and development opportunities

for our teams, as well as embracing the benefits that new technology can bring.

We have made great strides with our Digital Transformation Journey, and in 2021 we launched a new customer portal and app – MyLHP – and a new corporate website, but we know we have more to do.

Our focus is also on what LHP can do to contribute to a more sustainable future and our Environmental, Social and Governance (ESG)

Strategy aims to create positive environmental and social impacts, with outcomes that benefit our customers, communities, employees and other stakeholders.

Our commitment to being a Customer First company means that our customers are at the forefront of our decision-making.

And it goes without saying we're proud to be a values-based organisation.

Further information about the organisation, our achievement and future aspirations can be found on our website at

www.lincolnshirehp.com/committee-recruitment

These are our values:



Customer First

We put customers at the heart of our decision-

making process and develop services that are built around their needs. This emphasis is felt by customers in every interaction with us, driving up our customer satisfaction and ensuring we invest our money where it has the greatest impact.



Listen, Act and Learn

We create a structured opportunity for

stakeholders, staff and customers to provide feedback. We value this time and insight and use it to act and learn from it. Before investing in new and existing projects, we seek the views of those set to benefit.



Together

We proactively seek out new partnerships

and work to build on the many successful joint working projects already underway. We achieve more by working together with our key stakeholders and by working together as one team.

Role Description: Customer Operations Committee Members

Following a successful campaign earlier this year, we are now looking for one new customer members to sit on our Operations Committee who has the knowledge and lived experience of our homes and communities to help us to achieve the best that we can be.

The Operations Committee is made up of members with different skills, knowledge and experience who all provide assurance to the Board on the performance of all services provided to LHP customers, the asset management and maintenance of existing homes and development and sale of new homes.

The Committee also oversees the framework for customer engagement, insight and scrutiny to ensure that the Board's decisions are influenced by the needs, experience and concerns of customers.

The Operations Committee is responsible for:

- Reviewing the Home, Neighbourhood, Communities, Customer and Independent Living Strategies (currently in development) and any major changes to standards or service delivery affecting LHP residents and customers, including ensuring that customer priorities arising from engagement and customer insight are reflected in strategies and scrutinising progress against actions and targets
- Scrutinising day to day service performance for all landlord services, customer insight, customer satisfaction and complaints, ensuring actions are in place to address significant under performance or significant risk
- Overseeing the customer engagement framework that enables customers to influence decisions and scrutinise performance of services
- Reviewing LHP policies and strategies in line with delegations
- Reviewing the targets and parameters for all development and asset investment including plans to achieve net zero, scrutinising progress against actions and targets and reviewing significant proposals outside parameters of the strategy
- Reviewing and scrutinising performance and delivery of the five-year investment plan, planned investment programmes and development programme
- Lead by example and promote the culture of the organisation in alignment with LHP's vision and values

- Acting in the best interests of our customers, communities and for the long-term success of LHP
- Ensuring that legal and regulatory obligations are understood and complied with
- Regularly reviewing its own performance and effectiveness, and ensuring compliance with the Consumer Standards
- Being accountable, operating openly and transparently and contributing to the leadership and motivation of LHP
- Building constructive relationships that create a high performance culture, providing support and challenge to other Committee Members, the organisation's Executive Team and other key stakeholders

Time Commitment

This role is part time with a commitment of approximately half a day per month (on average), including travel and preparation time. Each Customer Operations Committee Member is expected to attend at least 80% of Committee Meetings, have enough time to prepare for the meetings, engage in stakeholder events and commit to continuous development as a Committee Member.

LHP holds on average four Operation Committee meetings per year.

Committee meetings are usually held on a Tuesday at 4pm for approximately two hours, with one Committee Development Day session per year. Meetings are a mixture of virtual via Teams and face to face meetings (usually at one of our offices to build effective relationships).

Dates for meetings in 2023 can be found at www.lincolnshirehp.com/committee-recruitment.

In addition, Customer Operations Committee members are required to take part in an annual review of their performance with the Chair of the Operations Committee.

Appointment Tenure and Eligibility

The initial appointment will be for three years, with the possibility of a second term of three years, subject to the needs of LHP and satisfactory performance.

All LHP tenants, leaseholders and shared owners are welcome to apply and this includes family members within the property that can demonstrate that the LHP home is their 'only or principal address'. Applicants will not be eligible if:

- Under the age of 18 years old
- Has lived in an LHP home, leasehold or shared ownership property for less than 12 months
- LHP has commenced legal action against the applicant or member of the household e.g. if the tenancy or lease has been breached and there is a current Notice Seeking Possession served or court order (includes possession order, ASB order / injunction or closure order) or any other judicial order which has an equivalent effect
- LHP has a court order for recovery of money against the principal tenant (not applicable if order suspended or payment plan in place as long as terms of the order are met)
- Principal tenant is in a legal dispute with LHP
- Has been employed by LHP in the last 3 years

Remuneration and Equipment

Customer Operations Committee Members are remunerated **£2,250 per year** with payment of additional expenses incurred because of carrying out the work of a Customer Operations Committee Member such as travel expenses and care (for adults or children) costs provided by a registered minder. LHP will also cover expenses for any reasonable adjustments required to enable you to perform your duties. All Customer Operations Committee Members are also provided with a tablet to access LHP services such as the Board Portal, Teams meetings, LHP intranet and emails.

Person Specification:

In your written application, please give examples of how your experience matches the criteria required to be effective in the role listed below.

1. **Customer Focus** – Ability to draw on the lived experience as a customer in our communities - to understand and articulate the needs, priorities and issues of all customers in LHP's community and develop respectful, open and positive relationships with LHP's customers.
2. **Leadership** - Ability to think strategically, be held accountable and hold others to account – contributing positively to setting LHP's strategic direction and the identification of emerging external factors that may impact LHP in relation to the role of the Committee.
3. **Independence** - Ability to demonstrate impartiality, objectivity and integrity - with a focus on risk identification and mitigation and achieving long term strategic outcomes in relation to the role of the committee.
4. **Analysis** - Ability to analyse and interpret complex information and evidence - demonstrating intellectual flexibility and sound judgment in decision making.
5. **Communication** - Ability to listen, communicate, support, challenge and influence effectively - positively giving, receiving and acting on feedback, articulating clear reasoning - being able to work effectively within LHP and represent and promote LHP effectively with stakeholders - developing open and positive relationships that generate confidence and trust.
6. **Teamwork** - Ability to build supportive, collaborative relationships and work as a team - showing self-awareness and welcoming, valuing and showing regard to the differing views and advice of others, motivating and empowering others and inspiring trust and confidence.
7. **Equality, diversity and inclusion** - Demonstrable commitment to equality, diversity and inclusion and ability to understand and articulate discrimination and inclusion issues within the sector and a personal commitment to treating people fairly, honestly and with respect.
8. **Corporate Governance** – Ability to understand the role of a non-executive – how to contribute to effective corporate governance, decision making and corporate risk and performance management.
9. **Housing Sector** - Interest or awareness of the housing sector and of the social, economic and political environment.

How to Apply

Ref Number: LHP003 1 Customer Operations Committee Member

If you wish to apply, you will need to follow these steps:

- Fill in the application form at www.lincolnshirehp.com/committee-recruitment, which asks you to tell us how you meet the criteria in the person specification, why this role is important to you and how you can positively contribute to LHP
- Please ensure that you have also completed and submitted the equal opportunities monitoring form that is included with the application form. The information you provide is not seen or considered by the selection panel at any stage. It will be treated as confidential and used for statistical purposes only

It is essential you ensure your application covers all the relevant experience that the selection panel will be looking for. Further guidance on how to complete your application form can be found at: www.lincolnshirehp.com/committee-recruitment.

If you wish to receive a hard copy of the application form or equal opportunities form, or in an alternative format e.g. Audio, Braille or large font then please **contact Jess Hyland, Governance Manager on 0345 604 1472** or by emailing execsupport@lincolnshirehp.com.

Application documents should be submitted via the LHP website www.lincolnshirehp.com/committee-recruitment by no later than **12 midnight on Monday 31 October 2022** with final interviews being held virtually on **Monday 5 December 2022 via Microsoft Teams**. If you cannot apply online, please post applications to:

Jess Hyland
Governance Manager
c/o Lincolnshire Housing Partnership
Westgate Park, Grimsby, N E Lincolnshire
DN31 1SQ

To find out more about LHP's governance and what it is like being a committee member, please visit our website, www.lincolnshirehp.com/governance or call **Jess Hyland, Governance Manager** or **Nicola Ebdon, Assistant Director of Governance and Regulation** on **0345 604 1472**. Alternatively, you can email execsupport@lincolnshirehp.com, and we will contact you.

LHP will, of course, respect the privacy of any conversations regarding these roles.

So what are
you waiting for?

Apply today!

Lincolnshire Housing Partnership Limited registered as a charitable Community Benefit Society under the Co-operative and Community Benefit Societies Act 2014 with registered number: 7748. Data Protection registration number: ZA345449
Registered Office: Westgate Park, Charlton Street, Grimsby, North East Lincolnshire, DN31 1SQ