



Minutes

**Plymouth Community Homes
Customer Focus Committee
4th November 2021, 10:15am
Conference Suite, Plumer House & Microsoft Teams**

Present:

Lavinia Porfir (LP) Chair
Debbie Roche (DR) – Microsoft Teams
Valerie Lee (VL) – Microsoft Teams
Graham Clayton (GC)
Nick Lewis (NL) – Microsoft Teams
Ian Tuffin (IT)

Also in attendance:

Carl Brazier (CB) Director of Homes and Neighbourhoods
Andrew Lawrie (AL) Head of Development
Alice Potter (AP) Communities Team Manager
Louise Jarvis (LJ) Customer Experience Manager
Angie Scott (AS) Head of Communications & Marketing – Microsoft Teams
Charlotte Edwards (CE) Head of Strategy, Performance and Policy
Leanne Eastwood (LE) Governance Officer
Jonathan Quinn (JQ) Asset Manager – Microsoft Teams
Ian Frazer (IF) Head of Asset Management
Laura Moss (LM) Governance Assistant – Minutes
Lucy Rickson (LR) Head of Governance – Observing
Gaynor Southerton (GS) Resident – Observing
Tom Jones (TJ) Resident – Observing
David Manson (DM) Resident – Observing
Stacey Winn (SW) Resident - Observing

Apologies:

Maddi Bridgeman (MB)
Ember Wolfire (EW)
Angie Edwards-Jones (AEJ) Head of Customer Experience & Assurance

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1	Welcome and Introductions: Confirm Quorum	Action By
01/11/21	<p><i>The meeting started at 10:20am</i></p> <p>LP welcomed the Committee and attendees, both virtual and in person, and the meeting was confirmed as quorate.</p> <p>A number of residents were observing the meeting as part of the recruitment process for CFC Co-Optee positions.</p> <p>The Committee passed on their gratitude and commended staff for each of their reports and presentations to be delivered at the meeting.</p>	
2	Apologies for Absence	
02/11/21	Apologies for absence were received from MB and AEJ due to a change in the original meeting date. EW also gave their apologies.	
3	Declarations of Interest	
03/11/21	<p>The guidance provided to Committee members on declaring an interest was noted.</p> <p>LP and DR have standing declarations as Plymouth Community Homes (PCH) tenants however this does not relate directly to any items on the agenda.</p> <p>VL also declared her non-executive role on the Partnership Board with LiveWest South West and University Hospitals. However, it was agreed that this interest would not impact on any of the reports at the meeting.</p>	
4	Minutes of previous meeting (5th August 2021)	
04/11/21	<p>The minutes of the previous Committee meeting were discussed, and it was confirmed that the minutes were a correct record of the meeting and that they could be signed by the Chair.</p> <p>A redacted version of the minutes, to be uploaded to the new CFC webpage on the PCH website, were also provided for approval. Committee members agreed with the redactions marked for confidentially or commercially sensitive reasons.</p>	

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5	Chair's Urgent Business	
05/11/21	There was no Chair's urgent business.	
6	Matters Arising	
06/11/21	<p>A list of all on-going and completed actions from previous meetings, with updates, was uploaded to Boardpacks ahead of the meeting for the Committee to review.</p> <p>The Committee noted the Minute Action Log.</p>	
7	Decisions since last meeting	
07/11/21	There have been no Urgent or Efficient Decisions since the last meeting.	
8	Briefing Papers circulated since the last meeting	
08/11/21	<p>It was confirmed that the Committee had received briefing papers, which were for information, on the following:</p> <ul style="list-style-type: none"> • Keyham Update • Social Value Reporting • Damp and Condensation Report • Welfare Reform Update <p>A query was raised by VL in relation to the Damp and Condensation Report and the recent publication of the Housing Ombudsman report on damp and mould. This is being addressed and the opportunity for a separate meeting with the Head of Asset Management has been offered.</p>	
9	Committee Effectiveness Review	
09/11/21	<p>LE presented the Committee Effectiveness Review to the Committee for decision.</p> <p>Committee and Subsidiary Boards are required under the National Housing Federation (NHF) Code of Governance to consider their effectiveness and assess how they conduct their business with the aim to review and seeking to improve their performance.</p> <p>Previously, the NHF Code of Governance 2015 stated that such a review should be undertaken at least every three years. The PCH Board adopted</p>	

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	<p>the new NHF Code of Governance 2020 on 4th February 2021 which states that a review should now take place annually (Principle 3.9).</p> <p>The report confirmed that the Committee meets all the performance measures. There are however some suggested actions to further improve the effectiveness of the Committee for consideration:</p> <ul style="list-style-type: none"> • Look to make some reports more user friendly with a mix of narrative and infographics to provide clarity on numerical statistics and tables • Reports to highlight the questions to be considered and decision being asked of the Committee rather than lots of detail on the subject • An observation was made that sometimes the lack of challenge at meetings could leave the contributor feeling that their item has been approved without full understanding or consideration • Consideration should be given to highlighting Risk that the Committee needs to manage, including assurance on the digital strategy and customer experience assurance • Consider a CFC team building session with new Co-optees <p>A review of meeting agendas showed that generally the items presented reflect the Committee's Terms of Reference. There were two areas which the Committee may wish to give further consideration to, which were:</p> <ul style="list-style-type: none"> • Monitoring Equality and Diversity as it relates to service delivery • Reporting to PCH on Key Risks <p>Any actions agreed by the Committee at this meeting will form part of the Review of Committee Effectiveness report to the PCH Board on the 25th November 2021. Completion of the actions will then be monitored through the Governance Improvement Plan which is presented to the Audit and Risk Committee every 6 months.</p>	
10/11/21	<p>As a result of questions the following was clarified:</p> <p>Within Appendix D – Terms of Reference and Agenda Review that Tenancy Agreements were last updated and approved by the Committee on 16th October 2015 and the Tenancy Management Policy was approved by the Committee in October 2013. It was suggested that these be reviewed again by the Committee which now has new membership and Tenancy Agreements could now include registration with the MyPCH portal. The Committee were informed that there is an intention to review these documents, to include consultation with residents, and a timeframe would be shared at the next meeting.</p>	<p>CB/Steve Ford</p>

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11/11/21	<p>In response to some of the suggested actions to further improve the effectiveness of the Committee, it was noted that:</p> <ul style="list-style-type: none"> • an update is provided by the Chair of the Committee at every PCH Board meeting which has included key risks such as the number of properties with out-of-date gas certificates. However, due to time constraints at PCH Board meetings there is a limit on the information that can be shared in this format • members are encouraged to challenge or query at meetings and should support in doing so be required the Chair is happy to provide this • on occasion it is not necessary to challenge or query reports due to the comprehensive information being provided • members were reminded that following feedback from the Committee the Complaint Policy was updated to ensure residents are contacted within 48 hours of raising a complaint • recent award of the Customer Service Excellence Accreditation reinforces the effectiveness of customer service across the organisation 	
12/11/21	<p>The Customer Focus Committee:</p> <ol style="list-style-type: none"> 1) Considered the effectiveness information contained within the report (including the appendices) 2) Considered the ideal mix of skills, experience and knowledge amongst members of the Committee and any amendments that it wishes to recommend to the PCH Board 3) Discussed and considered the suggestions arising from the Committee self-assessment 	
10	Annual Resident Feedback on New Build Projects 2020/21	
13/11/21	<p>AL presented the Annual Resident Feedback on New Build Projects 2020/21 to the Committee for information.</p> <p>At its previous meeting on 5th August 2021, Committee members were informed that resident feedback is obtained through surveys conducted by the Development team which is reported to the Development Committee. It was requested that this information is also shared with the Customer Focus Committee to ensure customer experiences are reviewed by the appropriate Committee.</p>	

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	<p>[REDACTED]</p>	
16/11/21	<p>Following publication of resident feedback, a report on future design specifications is prepared in response to be presented to the Development Committee in November however has been postponed. It was confirmed that homes are meeting all the design requirements therefore it can be challenging to establish reasons why some schemes are not scoring favourably.</p>	
17/11/21	<p>It was hoped that disabled adaptations would have been incorporated into some of the exercises undertaken at the Resident Design Conference hosted at Plumer House on 21st October 2021 although this did not take place.</p>	
18/11/21	<p>North Prospect Phase 3 was a source of 8 of the 20 dissatisfied with external space, most of which related to one block of flats that experienced particular security issues which were also picked up within 'feel safe in your home' comments that scored 91%. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
19/11/21	<p>On page 4 of the report, the data presented in the graph and table shows that overall resident satisfaction with the 'quality of your home' in 2020 was 93.2%. However, on page 5 the graph showed that S106 projects scored 83.5% and non-S106 projects scored 84.3%. It was explained that residents who answered 'neither satisfied nor dissatisfied' would not be included within the scoring when calculating the overall resident satisfaction as this is based upon the former Source Development Partnership adopted rule. As a result, this gives a higher percentage for overall resident satisfaction. In respect of the S106 and non-S106 projects there are stricter rules which mean that any residents who answered 'neither satisfied nor dissatisfied' would be considered unsatisfied within the scoring.</p>	
20/11/21	<p>PCH received the lowest resident satisfaction for door locks (65%) and vinyl flooring (68%) when residents were asked for the first time about 'facilities' alongside 'scheme appearance'. PCH Repairs teams have now resolved any issues however going forward, it would be beneficial for members of the Source Development Partnership to share information on the material specifications used to facilitate a better understanding of what works best for residents.</p>	

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21/11/21	The Committee praised the insightfulness of the report and recommendation for the information to be shared with members. It was agreed that the report should continue to be presented to the Committee annually which the Governance Team will ensure is reflected in the Forward Plan.	LM
22/11/21	The Customer Focus Committee noted the Annual Resident Feedback on New Build Projects 2020/21.	
23/11/21	<i>AL left the meeting at 10:43am</i>	
11	Together with Tenants Update	
24/11/21	<p>HR presented the Together with Tenants Update to the Committee for information.</p> <p>Together with Tenants is a national resident engagement project led by the National Housing Federation (NHF) through which Housing Associations adopt and implement the Together with Tenants Charter and Plan.</p> <p>Plymouth Community Homes (PCH) as an Official Adopter of Together with Tenants, supported the development of and engagement with the Charter, and are working with tenants to implement charter commitments.</p> <p>Adopting the Charter supports PCH in achieving some of the requirements indicated in the Social Housing White Paper.</p> <p>The report detailed work undertaken before March 2021, progress since March 2021 along with updates to an implementation action plan as well as Next Steps for 2021/22.</p> <p>The Committee were also provided with the proposed Together with Tenants Champion role description as requested at its meeting in August 2021.</p>	
25/11/21	<p>As a result of questions the following was clarified:</p> <p>It was proposed that within the Together with Tenants Champion role description, the proposed responsibilities include signposting to various community groups meaning champions will be required to gain knowledge of groups available to promote them.</p>	
26/11/21	In addition, the proposed responsibility of 'to promote, engage in and ensure regular dialogue about Together with Tenants' should detail who the Champion's audience will be such as the local community including residents from various Housing Associations and the Local Authority.	

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27/11/21	The role description states that there will be up to four Champions across PCH: a CFC member, a staff member from any team, a staff member from Communities or another customer facing/service role and a PCH tenant. It was explained that even though there would be four Champions every member of staff and Board member would be involved in the promotion and engagement of Together with Tenants.	
28/11/21	An amended draft of the Together with Tenants Champion role description will be circulated to the Committee outside of the meeting.	HR
29/11/21	It was suggested that the new CFC webpage could include a link to the Together with Tenants webpage that has been developed on the PCH website.	LM
30/11/21	The Committee requested another Together with Tenants Update at its meeting in May 2022 which the Governance Team will include within the Forward Plan.	LM
31/11/21	The Customer Focus Committee noted the Together with Tenants Update.	
12	Resident Review Update – 2021 Review	
32/11/21	<p>AP presented the Resident Review Update – 2021 Review to the Committee for monitoring.</p> <p>The new resident scrutiny process called Resident Review was introduced in 2019 with the specific aim of enabling an increased number of tenants to be involved in scrutiny. In early 2021, the first Resident Review which made recommendations on ‘Getting hold of the right person at PCH’ was completed, as the process was paused in 2020 due to the Covid pandemic. Progress on the implementation of the recommendations was presented to the Committee at its meeting in August 2021.</p> <p>The first Resident Review was felt to be a successful pilot of the new delivery method of resident scrutiny. It was therefore decided that a second review would take place using the new approach, shaped by the evaluation provided by the first Resident Review Group.</p> <p>Following development of an initial long list of potential review subjects by the Scrutiny Steering Group, which included suggestions from residents, Senior and Executive Management, a shortlist was agreed. This was publicised and voted on by PCH residents with the chosen second Resident Review topic being ‘Contractor interactions with residents’.</p>	

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	<p>To achieve recruitment of a Resident Review Group that is representative of those receiving the service, a targeted promotion of the involvement opportunity was carried out in July 2021. As a result, 44 residents expressed an interest in joining and in order for a balanced representation of residents receiving the service to form the final group of 12 residents, the shortlist included: age, gender, employment status, property type, experience of the service and experience of resident involvement.</p> <p>The Resident Review Group held their first meeting on 28th September 2021 with an independent facilitator. A project plan was developed along with a list of information requests and staff members the Group would like to interview as well as wider Resident Involvement activities to be offered. The Resident Review Group are holding their second meeting on 2nd November 2021.</p>	
33/11/21	<p>As a result of questions the following was clarified:</p> <p>The Committee queried whether contractor/developer defect rectification data following the Annual Resident Feedback on New Build Projects would be included in the information requests made by the Resident Review Group. It was confirmed that all complaints about contractors and the follow-up actions taken by PCH, including the lessons learnt and all existing satisfaction data about contractor's performance would be shared.</p>	
34/11/21	<p>It was confirmed that a survey for residents and staff to complete has been drafted by the Resident Review Group which will gather both positive and negative feedback in respect of 'Contractor interactions with residents'. This will then provide an appropriate balance when preparing the final report.</p>	
35/11/21	<p>The inclusion of whether it is believed contractors conduct their work in accordance with PCH values has been contained within the survey to be completed by staff and residents.</p>	
36/11/21	<p>The Committee agreed that a further update should be presented following completion of the second Resident Review.</p>	AP
37/11/21	<p>The Customer Focus Committee noted the Resident Review Update – 2021 Review.</p>	
13	Digital Customer Communications Update	

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38/11/21	<p>AS presented the Digital Customer Communications Update to the Committee for monitoring. AS also gave a presentation on the Communications Strategy Update which was uploaded to Boardpacks.</p> <p>For Quarter 2 2021/22, there were 7051 residents with active MyPCH accounts up to the end of September 2021 – this represents 49.3% of tenants. The target of 60% of tenants is still being strived for.</p> <p>The Committee were provided with the second set of digital communication analytics (Appendix A) which gave a visual dashboard sharing take-up and use of PCH’s digital customer channels. This report builds on the previous quarter’s information to help gradually build a picture of behaviours. Once there is a good understanding of how residents are interacting with PCH, there will be an opportunity to look at improvements and how potentially more transactions can be made available on-line for those able and willing.</p> <p>Some of the analytics shown for Quarter 2 within the report were:</p> <ul style="list-style-type: none">• 24,154 rent statement views – although this has decreased since last quarter this shows that individuals are viewing their rent statement on multiple occasions each quarter• 67.7% of payment transactions took place online which means the number of residents making payments online continues to outweigh those using calls as their contact method of choice• 1,113 repairs reported – as only routine repairs can be reported through MyPCH at present this equates to 17.9% of repairs• Following an action raised by the Committee at its meeting in August 2021, usage of the new Browsealoud function was included within the analytics which showed 406. <p>The presentation on the Communications Strategy Update provided the Committee with data obtained through residents, staff and Board members taking part in a survey about their experiences with communications at PCH. Some of the data shared was:</p> <ul style="list-style-type: none">• 840 residents took part in the survey - 400 residents in a telephone survey (general needs and supported housing) and 440 residents in an online survey, including 37 shared owners and 136 leaseholders• 2 focus group meetings were held internally with 10 involved residents• 74% of residents regularly use the internet with 51% accessing daily – The highest internet usage was amongst leaseholders and shared owners	
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	<ul style="list-style-type: none"> • 82% of residents that said they access the internet using a mobile phone • 57% of residents said they prefer to contact us by phone - when asked why people did not use digital methods to contact PCH, the most common response was the belief that a call results in faster/better resolutions therefore, if PCH want to encourage a greater take-up of digital methods of contact, it will be necessary to prove to customers that the service is the same • 1% of staff were either unhappy or very unhappy with Communications • The Communications Strategy is due to be presented to the PCH Board in February 2022 to coincide with the submission of the People Strategy and Digital and IT Strategy 	
39/11/21	<p>As a result of questions the following was clarified:</p> <p>The Committee reinforced the importance of continuing to provide residents with a choice of how to engage with PCH.</p>	
40/11/21	<p>Within the Communications Strategy Update, the Committee were informed that only 86% of people said they received the quarterly In Touch magazine when all residents should be receiving a copy. This is being investigated further.</p>	
41/11/21	<p>It was noted that only 31% of Board members had taken part in the survey which was disappointing.</p>	
42/11/21	<p>The online tenant application portal went live in September 2021. At present, one member of the Housing Choices Team is responsible for gaining consent of residents who are willing to take part in a live test of the sign-up process via the portal. The feedback from residents who have participated has been invaluable and has assisted in the resolution of any issues before a wider implementation is adopted.</p>	
43/11/21	<p>The report and presentation were commended by both Committee members and CB.</p>	
44/11/21	<p>The Customer Focus Committee noted the Digital Customer Communications Update and the Communications Strategy Update.</p>	
BREAK 45/11/21	<p><i>The meeting paused at 11:22am and recommenced at 11:37am – AP/LE/DR left the meeting</i></p>	

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14	Performance Indicators	
46/11/21	<p>CE presented the Performance Indicator report to the Committee for monitoring.</p> <p>The Performance Indicator report presented a suite of performance measures most relevant to the areas of responsibility falling within the remit of the Committee, covering the period to 30th September 2021. The report also included the Landlord and Resident Health and Safety performance measures for the quarter.</p> <p>Overall, the organisation continues to perform well, with most of the indicators being either within target or marginally off target. The variances were detailed in the report.</p> <p>Asset Management (Repairs and Regeneration) – 5 performance indicators were outside of target but within 10% and 2 were more than 10% outside of target. 5 performance indicators were on target.</p> <p>Repair completion times overall are slightly off target with a reduction in performance during the quarter. This has been experienced within both emergency and routine repair categories due to resource capacity difficulties of both staff and materials. However, most emergency repairs were completed within a few hours of the 24-hour target.</p> <p>Satisfaction with the repairs service remains strong however, due to an IT issue the survey couldn't be completed for August, and so this data is missing from the measure.</p> <p>Housing Management – 3 performance indicators were on target.</p> <p>Voids and Lettings – 1 performance indicator was on target and 12 performance indicators were more than 10% outside of target. (These 12 indicators take into account the current Covid-19 situation and have been marked under the agreed new 'pale' version of the red target.)</p> <p>There has been a continued improving position in void letting times with a reduction of days taken to re-let empty homes, with the average turnaround standing at under 50 days. There is an interim target of reducing the turnaround time to 40 days by the end of December. During the quarter, there has been a further lifting of restrictions previously required.</p>	
47/11/21	As a result of questions the following was clarified:	

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	<p>The Committee enquired whether a Right First Time tenant satisfaction measure would be included within the Performance Indicators going forward in view of the requirement within the Regulator’s Decent Home Standard. It was confirmed that the Regulator is yet to publish definitions of how this information should be measured and consultation will be taking place prior to 2023 when the Right First Time tenant satisfaction measure is expected to operationalize.</p>	
48/11/21	<p>It is possible to retrieve data to potentially provide an estimated view of what the Regulator would expect the Right First Time tenant satisfaction measure to look like however, there are wide variations currently across the sector.</p>	CE
49/11/21	<p>A number of independent reviews have been commissioned to take place across the organisation to validate process and performance and where necessary suggest improvement. Repairs and Asset Management is one area being reviewed. It is anticipated that the review will commence in January 2022 with engagement from staff, residents and Committee members and the aim is to be completed by April 2022. Feedback from the independent review will be provided throughout the process.</p>	
50/11/21	<p>As at the end of September 2021 reporting week the current rent arrears were 1.65%. This performance is within the target of 2%. This performance remains very positive compared with peers however, the position is being monitored closely given the ending of the £20 uplift in Universal Credit (UC) that will apply for any assessment period after 5th October 2021, and the furlough scheme ceasing from the end of September 2021 which may result in job losses.</p>	
51/11/21	<p>The reasons for delays with major adaptations work undertaken by Plymouth City Council has been due to the Covid-19 pandemic with residents shielding/isolating but also the availability of materials has impacted delivery.</p>	
52/11/21	<p>The percentage of lettings to BME (Black and Minority Ethnic) residents (Year to Date) has increased from 5% in April 2021 to 6.68% in September 2021. It was requested that complaints related to Anti-Social Behaviour be reviewed to see if there had been an increase in any hate crime or hate incident related matters.</p>	CE
53/11/21	<p>Within the Voids and Lettings Performance Indicators it was asked if the targets for the ‘Number of Affordable Rent lettings per month’ and ‘Affordable Rent income generated £000s (YTD)’ measures could be included going forward.</p>	CE

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54/11/21	Reassurance was provided to the Committee regarding Lift Compliance as there had been an issue with the certification provided by our passenger lift servicing contractor to confirm that all the monthly servicing inspections had taken place in the last quarter. As a result, the process for reviewing monthly servicing dates for passenger lifts has been improved. It was confirmed that all have had at least one servicing visit by the contractor in the last six months, and all apart from two have also had a servicing visit in the reporting quarter.	
55/11/21	The Customer Focus Committee noted the Performance Indicator report.	
15	Asset Management Q2 Update	
56/11/21	<p>JQ presented the Asset Management Q2 Update to the Committee for monitoring.</p> <p>The report provided visibility as to how the team is delivering against the targets, which were set out in the Asset Management Update to the PCH Board on 29th July 2021, which reviewed performance in 2020/21 and highlighted the work to be undertaken in 2021/22. The targets link back to the Asset Management Strategy 2017-2022</p> <p>The Asset Management Team have continued to deliver investment into residents' homes and enhanced their understanding of the performance of PCH homes. During the past 90 days, there have been some significant highlights for the team including:</p> <ul style="list-style-type: none">• Completing the architrave surveys to sheltered flats.• Being able to perform Stock Condition surveys on ProMaster Mobile [REDACTED]• Starting Phase 1 of Marlborough House <p>The Asset Management Team have also been short listed for the Herald Business Awards for our contribution to the built environment.</p> <p>A breakdown of the work carried out during Quarter 2 of 2021-22 was presented along with areas of focus for each of the teams that contribute to Asset Management: Asset Data team, Surveying team, Fire Safety team and the Programme Delivery team.</p> <p>Following feedback from the Committee on the reporting template for monitoring the completion of remedial actions from Fire Risk Assessments,</p>	

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	the Fire Safety Team and Data Team have revised the format of the tables and provided two options. The Committee members were invited to give their preference.	
57/11/21	<p>As a result of questions the following was clarified:</p> <p>The Committee reviewed the two options provided within the report for monitoring the completion of remedial actions from Fire Risk Assessments and agreed that Option A was preferred due to its simpler format. This format will be included in future reporting to the Committee.</p>	
58/11/21	The Asset Management Team were praised for their Herald Business Awards nomination and although the Team did not win the category the recognition was appreciated.	
59/11/21	[REDACTED]	
60/11/21	[REDACTED]	
61/11/21	It was queried whether the Customer Satisfaction surveys recorded through Survey Monkey could be conducted using alternative methods. The Committee were advised that text messages were previously sent to customers however there were poor levels of response. Using Survey Monkey the Delivery Team are able to interact with the customer to establish satisfaction or if there are any outstanding issues.	
62/11/21	Both surveys from PP & PP+ activities (97.2%) and Block Modernisation (95.1%) have exceeded the target of 95% this quarter. The Committee requested that the next report reflects the sample size of the survey to provide context to the percentage achieved.	JQ
63/11/21	The Customer Focus Committee noted the Asset Management Q2 Update.	
64/11/21	<i>JQ left the meeting at 12:02pm</i>	

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16	Complaints Report	
65/11/21	<p>LJ presented the Complaints Report, covering performance information for the period July to September 2021 (Quarter 2), to the Committee for monitoring.</p> <p>The Quarter 2 figures show an increase in Stage 1 complaints from the previous volumes recorded in Quarter 1 2021/22. The three top highest grossing complaint categories were: Contractors – Staff/Work, Repairs and Various – Cross Departmental.</p> <p>This Quarter, there were 5 complaints escalated to Stage 2. From these complaints, 4 were ‘partially upheld’ and 1 is still being investigated.</p> <p>There has also been one Stage 3 panel meeting in Quarter 2 which involved two complaints for the same resident and the same department.</p> <p>The report included a new table which had been created to display the percentage of each complaint outcome over each quarter and previous years. The results concluded that 35% of complaints resolved in Quarter 2 2021/22 were upheld, compared to 40% in Quarter 1 2021/22 and 46% in Quarter 2 2020/21.</p> <p>One complaint was recorded as overdue in Quarter 2 2021/22 due to the response letter being sent for approval to the Supervisor on the 10th working day of the PCH complaint process.</p> <p>The volumes of complaints that have required a holding letter to be sent due to the complaint needing longer than PCH’s 10 working day timescale to resolve. There were 4 complaints recorded out of a total of 85 complaints logged during Quarter 2. An explanation was provided for each case as to why this was necessary.</p> <p>Other performance information was provided for Quarter 2:</p> <ul style="list-style-type: none">• Housing Ombudsman – 6 enquiries – increase from Quarter 1 (4 enquiries)• MP Enquiries – 9 enquiries – 8 not upheld and 1 partially upheld – decrease from Quarter 1 (13 enquiries)• Councillor Enquiries – 62 enquiries – 1 upheld and 61 not upheld – decrease from Quarter 1 (99 enquiries)	

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	<p>Training on the system used to record complaints, Pentana has been delivered to new staff and all staff who have been identified as being involved with complaints. Complaint training sessions will also begin to be rolled out explaining the Housing Ombudsman Complaint Handling Code, which is reflected in PCH's complaint policy, to enable staff to understand the importance of following our complaint process for residents to receive a first-class service, and for the business to comply with the code.</p>	
66/11/21	<p>As a result of questions the following was clarified:</p> <p>The Committee were informed that Complaints features as one of eleven risks on the Strategic Risk Register, which has been recently revised, as it is considered a serious but very unlikely risk.</p>	
67/11/21	<p>There have been more Stage 3 complaints which links to heeding the Housing Ombudsman advice to ensure that PCH's own complaint process is followed.</p>	
68/11/21	<p>There is a clear focus within the reports on auditing every complaint, including the reporting and feeding back of lessons learnt to the organisation, influencing change as a result, and in turn getting the service right for residents.</p>	
69/11/21	<p>So far for 2021/22, 10 Plumbing - Staff complaints have been received and the reasons behind this was queried. The Committee were assured that every complaint has been reviewed with the Supervisor and no trend has been identified however the lessons learned will be used to enhance or improve the service provided going forward.</p>	
70/11/21	<p>It was recognised that one of the top highest grossing Stage 1 complaint categories for Quarter 2 was 'Contractors – Staff/Work' which is the topic of the second Resident Review that has commenced. The recommendations from the Resident Review will hopefully improve complaints volumes in this area in future.</p>	
71/11/21	<p>The Committee acknowledged that as Repairs and Contractors are predominantly customer facing it is anticipated that these areas will receive higher levels of complaints. This has also been compounded by the Covid-19 pandemic causing staff shortages due to isolating/shielding as well as challenges in sourcing materials.</p>	
72/11/21	<p>The complaint that was recorded as overdue due to the response letter being sent for approval to the Supervisor on the last working day of the complaint</p>	

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	<p>process, has resulted in a communication being sent to all staff reminding them that sufficient time needs to be provided for the letter to be appropriately reviewed. It was queried if response letters could be sent for approval to the Supervisor or Head of Service by the 7th working day of the PCH complaint process.</p>	LJ
73/11/21	The Customer Focus Committee noted the Complaints Report.	
17	Customer Satisfaction on Complaints Report	
74/11/21	<p>LJ presented the Customer Satisfaction on Complaints Report, covering performance information for the period July to September 2021 (Quarter 2), to the Committee for monitoring.</p> <p>In Quarter 2, 76 complaints were raised and of these, 38 were eligible to be contacted to complete the customer satisfaction survey. Overall a total of 14 customer completed the survey which is 18% of the original sample.</p> <p>Quarter 2 has recorded an increase from Quarter 1 2021/22 in one and a decrease in four areas.</p> <p>A detailed breakdown of responses received to each question of the customer satisfaction survey was provided within the report. All negative responses were investigated with the findings also presented. Feedback is given to relevant members of staff to ensure complaints continue to be completed effectively and efficiently.</p> <p>As the response rates to text messaging, which is used if unable to contact residents through telephone calls, has been extremely low, postal Customer Satisfaction Surveys is being trialled to be able to offer the survey in an alternative format. This has been actioned in other departments and the response rate has been very effective. Due to time constraints postal surveys were not provided this quarter, however next quarter, postal surveys will be sent to residents that we have been unable to reach by telephone. The postal surveys were initially on a 6-month trial period, but the trial has been extended for a further 3 months.</p>	
75/11/21	<p>As a result of questions the following was clarified:</p> <p>The report showed that customers aged between 18-25 and 26-35 were completed the Customer Satisfaction Survey more than other age ranges this Quarter. It was noted this age group can typically be more vocal with their dissatisfaction and are less satisfied when completing the STAR survey. A suggestion was made to encourage these younger residents to</p>	

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	become an involved resident and help make decisions to better the organisation.	LJ/HR
76/11/21	The Customer Focus Committee noted the Customer Satisfaction on Complaints Report.	
18	Compliments Report	
77/11/21	<p>LJ presented the Compliments Report, covering performance information for the period July to September 2021 (Quarter 2), to the Committee for monitoring.</p> <p>The Quarter 2 figures showed a decrease from the previous Quarter 1 figures of 2021/22 however the volume is higher than the previous year in the same quarter.</p> <p>The responsible service areas that received the highest number of compliments for Quarter 2 were Repairs – Staff, Tenancy Management – Staff and Environmental Services – Staff.</p> <p>The compliment data continues to be shared with the Communications Team so that all staff are made aware of everyone’s great achievements. This has resulted in staff complimenting staff after reading the praise that has been received from residents. It has been a huge success and has promoted and encouraged departments to ensure all compliments are recorded.</p>	
78/11/21	The Customer Focus Committee noted the Compliments Report and praised the positive results for the various service areas of the organisation.	
19	Forward Plan	
79/11/21	<p>The Forward Plan was reviewed by the Committee which detailed items that were due to be reported to meetings in 2022.</p> <p>Using feedback from PCH Board members the Forward Plan was presented in a new format showing reports presented in 2021 along with a yearly overview for 2022 and 2023.</p> <p>It was noted that the Welfare Reform report was circulated to the Committee as a Briefing Paper for information on this occasion and will be incorporated within the Performance Indicator report going forward. However, should any major changes relating to Rent Arrears, Universal Credit, Bedroom Tax,</p>	

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	Benefit Cap or Evictions occur then a separate report will be presented at the following Committee meeting.	
80/11/21	The Customer Focus Committee noted the Forward Plan.	
20	Date of Next Meeting	
81/11/21	The next Customer Focus Committee meeting is scheduled for Friday 4 th February 2022. Committee members, attendees and observers were thanked for joining the meeting.	
82/11/21	<i>The meeting ended at 12:19pm</i>	

Name Lavinia Porfir

Signature

Date

Certified as a true copy

Lucy Rickson, Head of Governance

Date