

**Redacted Minutes - Some items are redacted as they are confidential or commercially sensitive
– No redactions required on this occasion**



Minutes

Plymouth Community Homes
Customer Focus Committee
12th May 2023, 10:15am

Hybrid – Board Room, Plumer House and Microsoft Teams

Present in person unless indicated otherwise:

Lavinia Porfir (LP) Chair
Debbie Roche (DR) - Virtual
Graham Clayton (GC)
Maja Jorgensen (MJ) - Virtual
Joanne Bowden (JB)
Melony Gallagher (MG)

Also in attendance:

John Clark (JC) Chief Executive
Angie Edwards-Jones (AEJ) Head of Customer Experience and Assurance
Charlotte Edwards (CE) Head of Strategy, Performance and Policy
Mary O’Leary (MO) Head of Communications and Marketing
Lucy Rickson (LR) Head of Governance
Alice Potter (AP) Communities Team Manager
Helen Ryan (HR) Head of Communities and Supported Housing
Becky Dacre (BD) Temporary Housing with Support Manager
Fran Sandercock (FS) Area Housing Manager (part)
Tim Phillips (TP) Policy and Performance Manager (part)
Louise Jarvis (LJ) Customer Experience Manager
Michael Williams (MW) Interim Head of Asset Management – Virtual (part)
Nathan Cousins (NC) Asset Data Manager (part)
Laura Moss (LM) Governance Assistant – Minutes

Apologies:

Gaynor Southerton (GS)

		Action By
1	Welcome and Introductions: Confirm Quorum	
01/05/23	<i>The meeting started at 10:02am</i> LP welcomed Committee members and attendees, and the meeting was confirmed as quorate. BD, FS and TP were also welcomed.	

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	<p>LP confirmed that SW has stepped down from the Committee following the PCH Board decision to introduce payments to the resident Co-Optees to recognise the contribution of these members. LP has contacted SW to express gratitude for their involvement on behalf of the Committee.</p> <p>The Committee passed on their gratitude and commended staff for each of their reports to be delivered at the meeting.</p>	
2	Apologies for Absence	
02/05/23	Apologies for absence had been received from GS.	
3	Declarations of Interest	
03/05/23	<p>The guidance provided to Committee members on declaring an interest was noted.</p> <p>LP, DR, JB, and MG have standing declarations as Plymouth Community Homes (PCH) tenants however this does not relate directly to any items on the agenda.</p> <p>JB declared their membership of the Scrutiny Steering Group which is associated with Item 10 - Review of Resident Led Scrutiny. It was agreed that JB could continue to contribute to the item as there is no conflict of interest with residents being a member of both the Scrutiny Steering Group and Customer Focus Committee.</p>	
4	Minutes of previous meeting (3rd February 2023)	
04/05/23	<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 electronically signed by the Chair.</p> <p>Proposed redactions were highlighted within the minutes for approval so that this version could be uploaded to the dedicated Committee webpage on the PCH website. Committee members agreed with the redactions marked for confidentiality or commercially sensitive reasons.</p>	
5	Chair's Urgent Business	
05/05/23	There was no Chair's urgent business.	
6	Matters Arising	
06/05/23	<p>A list of all on-going and completed actions from previous meetings, with updates, was uploaded to Convene ahead of the meeting for the Committee to review.</p> <p>The Committee agreed with the updates to the Minute Action Log.</p>	

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7	Decisions since last meeting	
07/05/23	<p>An Urgent Decision on the Reintroduction of the Urgent Repairs Category was circulated to Committee members through Convene on 5th April 2023 was approved.</p> <p>The report proposed a change to the PCH repair categories after the decision to remove the Urgent priority in February 2019, which has had a negative impact on overall performance within repairs. The proposal was to re-introduce the Urgent three working day priority.</p> <p>The re-introduction of the Urgent category will increase availability of repairs appointments, by improved planning of available resources, while ensuring emergency repairs are prioritised and other repairs are booked at a time that is convenient for the resident and PCH repairs teams, improving satisfaction and reducing instances of no access jobs.</p> <p>The Committee were informed that the impact of the amendments to the repair categories will be visible in the performance data within 6 months' time to allow appointments to be scheduled and attended. An update on the progress of the Urgent repair category re-introduction will be provided to the Committee at its next meeting in 3 months' time (August 2023) as part of the Performance Update.</p>	MW/CE
8	Briefing Papers circulated since the last meeting	
08/05/23	<p>It was confirmed that the Committee had received briefing papers, which were for information, on the following subjects:</p> <ul style="list-style-type: none"> • CFC Independent Review of Stigma in Social Housing – Action Plan Update • Resident Scrutiny Progress Update on Review of Contractors Interactions with Residents Actions <p>There were no questions raised by Committee members on the briefing papers in advance of the meeting.</p> <p>It was agreed that an update on the progress of completing the actions within the CFC Independent Review Action Plan will be presented to the Committee in February 2024.</p> <p>The Committee confirmed formal closure of the Resident Scrutiny – Review of Contractors Interactions with Residents, with actions very nearly complete and approaching 2 years elapsed since the scrutiny review was launched. The action plan has also been reviewed by involved residents. Feedback about what has changed as a result of the scrutiny review will be provided to residents and staff, and the action plan will be archived.</p>	HR/AP

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09/05/23	GC joined the meeting at 10:08am	
9	Mutual Exchange Policy	
10/05/23	<p>TP, Policy and Performance Manager, and FS, Area Housing Manager, presented the Mutual Exchange Policy to the Committee for approval.</p> <p>The PCH Mutual Exchange Policy has been created to support PCH tenants using an exchange to seek and identify homes that they are able to move to by way of 'swapping' homes with other eligible tenants. This policy is new as PCH had previously relied on the relevant legislation contained within the Housing Act 1985 and the Localism Act 2011.</p> <p>A policy need was identified by the Neighbourhoods service so that tenants and PCH staff can be clear about what they can expect from PCH during a mutual exchange.</p> <p>Consultation on the draft policy was undertaken in February 2023. The feedback was used to help inform the draft policy reflecting customer and staff experience and expectations. The consultation included the wider PCH residents using Facebook and the PCH website consultation page, direct mailing to the PCH Resident Involvement network and all PCH tenants who had completed an exchange in the past 2 years.</p> <p>The policy has been designed to set out both the legal requirements for PCH as a landlord and for tenants by way of information and advice. It sets out eligibility, types of exchange and clarifies how PCH will deal with property size, property repair and condition and consent and refusal of exchange requests.</p> <p>The proposed changes to the regulatory standard relating to mutual exchanges concerns the support provided, 'so (<i>that</i>) registered providers must provide support for any tenant who would otherwise be unable to use the mutual exchange service.' Revised supporting information for PCH tenants is in development, notably an animation of how the process of finding and moving home by way of exchange is achieved and the steps that need to be completed.</p> <p>As part of the implementation of the PCH Mutual Exchange Policy staff will be provided with specific training. Awareness raising and publicity will also follow the approval of the policy.</p>	
11/05/23	<p>As a result of questions and discussions the following was clarified:</p> <p>The policy states that the tenant must seek independent legal advice so they are aware of any loss of rights or other implications resulting from a change in the status of their tenancies due to undertaking an exchange. As well as making their own</p>	

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	<p>checks for any local issues, for example incidents of anti-social behaviour, and satisfy themselves regarding the neighbourhood of the home they will be exchanging to. A suggestion was made that PCH provides advice to tenants on how legal advice could be sought and different checks could be undertaken, such as visiting the prospective neighbourhood at different times of the day. It was explained that such advice could not be formally included within the policy as it is the individual's responsibility however, guidance on the different checks tenants could undertake will be included within the animation being developed about the mutual exchange process and on the website.</p>	
12/05/23	<p>All tenants will be aware of the option to mutually exchange as this is contained within Tenancy Agreement. Housing Officers will also go through the tenancy agreements during the regular appointments held with the tenant at the start of each tenancy. Additionally, the resident consultation carried out to develop the policy ascertained that 93% of the residents that responded were already aware of the mutual exchange option. A Committee member requested sight of the current new tenancy information pack.</p>	FS
13/05/23	<p>Information about the mutual exchange process will be readily available on the website at any time for residents. It was queried if any literature such as an information leaflet will be developed for residents that do not have access to the internet or those that are not computer literate. The possibility of using excerpts from the animation to develop an information leaflet will be explored. The Committee were also notified of information hubs that are available to residents across the city which are attended by Housing Officers to answer any tenancy management questions.</p>	TP/FS
14/05/23	<p>On page 4 of the report, it stated that either positive or neutral impacts for groups with the protected characteristics were concluded from the Equality Impact Assessment however within the assessment document it shows that only neutral impacts were recorded. Additionally, on page 5 of the Equality Impact Assessment question 6 (If there is no evidence that the strategy, project or policy promotes equality, equal opportunities or improved relations – could it be adapted so that it does? YES/NO. If yes, please specify. If not, please specify.) has not been fully answered. These amendments will be made.</p>	TP/FS
15/05/23	<p>A suggestion was made that the following sentence within the policy be reviewed, 'Where properties have existing adaptations to meet physical disability needs, PCH will require that the incoming resident meets the criteria for this property and the adaptations that are existing'. This would be to reflect that PCH assess each mutual exchange request on an individual basis and provide reassurance to residents with a disability that this service is available to everyone. It was explained that should a property require minor adaptations for the incoming tenants it would still be considered, and an Occupational Therapist can be consulted where necessary. PCH will holistically review all mutual exchange requests involving properties with adaptations, including the impact the move will have on a resident's wellbeing, and will endeavour to accommodate requests where possible.</p>	TP/FS

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<p>16/05/23</p> <p>17/05/23</p>	<p>Previously, a third party has been incorporated into a mutual exchange to ensure that an already adapted property is best utilised.</p> <p>It was confirmed that PCH are unable to provide support in respect of adaptations should a tenant mutually exchange to a property managed by another Housing Association.</p> <p>The policy explains that any decision relating to a Mutual Exchange can be appealed and the Committee enquired how many mutual exchange requests have been refused in the last year. The Committee have also asked for the number of mutual exchange requests that have been successful in the last year and how many tenants have exchanged to properties outside of PCH.</p>	<p>TP/FS</p>
<p>18/05/23</p>	<p>The Customer Focus Committee approved the Mutual Exchange Policy following the amendment to Section 6 in relation to adapted properties.</p>	
<p>19/05/23</p>	<p><i>FS and TP left the meeting at 10:34am</i></p>	
<p>10</p>	<p>Review of Resident Led Scrutiny</p>	
<p>20/05/23</p>	<p>AP, Communities Team Manager, presented the Review of Resident Led Scrutiny report to the Committee for approval.</p> <p>The report provided a conclusion of the review of how PCH delivers Resident Led Scrutiny following a number of updates to the Committee during 2022 to date. A new approach was proposed that had been shaped by resident and staff consultation, as well as the new requirements imposed by NHF Together with Tenants Charter and Code of Governance, Social Housing White Paper, recently implemented Tenant Satisfaction Measures, and pending changes through the Better Social Housing review and regulatory framework.</p> <p>Stage 1 of the Review - Views were sought from the previous Scrutiny Steering Group members, all residents (including leaseholders and shared owners), and staff (including front line staff and managers). A range of consultation methodologies were used: workshops and face to face meetings, self-completion surveys, staff workshop and surveys, online consultation using a variety of tools (website, Facebook, Twitter, email, text) and print copy.</p> <p>Stage 2 of the Review - An early draft of the Resident Led Scrutiny proposals was produced, based on the feedback received from residents and staff during the first round of consultation. The early draft was then presented to Scrutiny Steering Group members, with amendments made based on their feedback. The amended draft was then used for the second round of resident and staff consultation, as well as being presented to the Senior Management Team for feedback.</p> <p>A proposed process map of the new approach to Resident Led Scrutiny was presented along with details of each stage and timescales. It has been estimated</p>	

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	<p>that the process will take 25 weeks to complete. Any actions assigned from a scrutiny will continue to be reviewed up to 1 year following completion of a scrutiny. The Lead Teams for each stage of the process were also listed which included Communities, residents, Executive and Senior Management Team and the Customer Focus Committee.</p> <p>The Communities Team will implement the proposed new approach, monitor, and provide feedback about whether it results in improved services.</p>	
21/05/23	<p>As a result of questions and discussions the following was clarified:</p> <p>It was suggested that residents are involved in forming the scope of each scrutiny review. The proposed process detailed that the Communities Team would draft the review scope.</p>	AP
22/05/23	<p>To provide assurance to residents that the Committee are invested in Resident Led Scrutiny, it was requested that an update to the Committee is incorporated into the process around Week 7 – 9. This would be to inform the Committee of the selected review subject and to provide an overview of the work undertaken to date.</p>	AP
23/05/23	<p>Diagram 4.1 depicting the Resident Led Scrutiny Process will be published in the public domain as feedback from residents favoured this format. Diagram 4.2 which is a more detailed process map is for the use of the Resident Review Team and PCH.</p>	
24/05/23	<p>It was proposed that the title of the first stage within diagram 4.1 be changed from 'Service' to 'Scope'. Resident feedback also made some suggestions around changes to the wording within the diagram so this will be addressed.</p>	AP
25/05/23	<p>The Committee praised the development of the proposed process.</p>	
26/05/23	<p>The Customer Focus Committee approved the adoption of the new model of resident scrutiny, with the addition of providing an update to the Committee around week 7 - 9 and an amendment to the wording within the process diagram (4.1).</p>	
11	<p>Regulator of Social Housing (RSH) Consumer Regulation Compliance</p>	
27/05/23	<p>LR, Head of Governance, presented the Regulator of Social Housing (RSH) Consumer Regulation Compliance report to the Committee for approval.</p> <p>As a housing association, PCH are regulated by the Regulator of Social Housing (RSH).</p> <p>The PCH Board is responsible for ensuring that the RSH's regulatory standards are met and is required to certify compliance in the annual accounts.</p>	

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	<p>Assurance was provided to the Committee about how PCH complies with the Consumer Standards which the Committee were invited to scrutinise. The report is part of a wider framework of assurance on compliance with the Consumer and Economic Standards.</p> <p>The assurance demonstrated that PCH fully comply with the Consumer Standards. However, services are continually updated and improved using feedback, benchmarking, good practice and performance information.</p> <p>The report also updated the Committee on the annual RSH Consumer Regulation Review. There are changes to the Consumer Standards due in 2023 and assurance on PCH's preparation was included within a report to the PCH Board in February 2023.</p>	
28/05/23	<p>As a result of questions and discussions the following was clarified:</p> <p>Within the Home Standard (Appendix A), PCH's compliance and assurance position is detailed in respect of Repairs and Maintenance. The Committee requested that the approved decision to re-introduce the Urgent Repairs category be added.</p>	LR
29/05/23	<p>The Tenant Involvement and Empowerment Standard (Appendix B), section 2.2.1, states 'Reports about the performance and timing of residents scrutiny are routinely reported to Customer Focus Committee (which includes 7 resident members)'. To date there are 3 resident co-optee members and 2 resident Board members with the Committee terms of reference specifying that up to 7 resident co-optee members can be recruited. This will be updated.</p>	LR
30/05/23	<p>Information available to residents on the website is referenced confirming compliance with the four standards of Consumer Regulation. It was raised that some information was either difficult to locate, could not be located or there were broken hyperlinks. It was agreed that the Committee member's feedback would be provided outside of the meeting to ensure the information is accessible to residents. The Committee were assured that the information is available on the new website which launched in April 2023 which has been tested by the VRA's (Virtual Resident Advisers).</p>	MG
31/05/23	<p>The Committee were informed that the anticipated changes to the Consumer Regulation in 2023 will include providing residents with 'access to information' which may mean that the website will require amendments to ensure compliance such as increasing the prominence of a specific subject matter.</p>	
32/05/23	<p>Section 1.3.1 of the Tenant Involvement and Empowerment Standard (Appendix B) detailed that bi-monthly Equality and Diversity Cafes are held which staff and residents can attend to hear from a speaker about one of the "strands" (including dementia and refugee talks). It was queried how these events are publicised to residents.</p>	AEJ

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33/05/23	The Committee requested that within section 1.2.3 of the Tenant Involvement and Empowerment Standard (Appendix B), the approval of the new resident scrutiny model at this meeting be added which includes the Committee’s involvement to the process.	LR
34/05/23	The Customer Focus Committee scrutinised the RSH Consumer Regulation Compliance assurance and recommended to the PCH Board that PCH complies.	
12	STAR Survey Action Plan	
35/05/23	<p>CE, Head of Strategy, Performance and Policy, presented the STAR Survey Action plan report to the Committee for approval.</p> <p>PCH introduced quarterly customer perception telephone surveys in September 2021, replacing the approach of one-off surveys every two years. This approach gives PCH more regular information about how customers perceive the organisation so there is a more up to date insight which can be followed up more quickly.</p> <p>The PCH Board and Customer Focus Committee identified actions for the Executive Management Team to produce an action plan to address the small number of areas where performance is not where PCH would want it to be. Since this was assigned, PCH have developed a new Strategic Business Plan with a specific target metric of an ambition to be in the top 25% of housing associations for performance on the Tenant Satisfaction Measures.</p> <p>The action plan has been co-produced by the Executive Management Team and Senior Management Team at one of the regular joint leadership meetings, where the results were discussed, debated and the next steps were identified.</p> <p>The action plan contained the initial set of actions, based on previous survey results but once approved by the Committee, future survey results will be closely monitored by the Senior Management Team and the action plan will become a living document, with new actions added and the existing ones monitored on a quarterly basis.</p> <p>The most recent set of results are within the Quarter 4 2022/23 Performance Report which is also being presented to the Committee at this meeting.</p>	
36/05/23	<p>As a result of questions and discussions the following was clarified:</p> <p>The Action Plan has been developed based on resident feedback from the STAR Survey process at this stage. The aim is to triangulate all sources of resident feedback obtained through surveys, such as complaints, as well as reviewing performance. It was suggested that the results from the annual staff survey could also be incorporated into the review to establish if any trends emerge. The</p>	CE

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	Committee were assured that staff are consulted when an area is not performing to target for suggestions of improvement.	
37/05/23	The triangulation of performance data and resident feedback will be used to assist in the selection of future resident led scrutiny review topics to identify areas that are under performing or where there is resident dissatisfaction.	
38/05/23	Improvements made from STAR Survey feedback is publicised within In Touch as part of a 'You Said, We Did' article. The last edition of In Touch focussed on damp and mould and this article will be an ongoing feature in each edition.	
39/05/23	The Committee were informed that the communication of the STAR Survey results will be reviewed so that PCH are transparent and can be held accountable for performance. This will be added to the Action Plan.	CE
40/05/23	The Communal Areas Project is underway to improve reporting and ensure consistency with the various checks and inspections carried out at each building, with a focus on the new building and fire safety legislation. An update on the progress of the project was requested at the Committee's next meeting.	CE
41/05/23	At present the Action Plan details the Tenant Satisfaction Measures (TSMs) that are under performing. The TSMs will form part of the PCH Board's regular performance monitoring suite from Quarter 1 2023/24. There will be a general summary of progress within this report, and a fuller update on this action plan will be presented to the Committee on a six-monthly basis. This will be added to the Forward Plan.	LM
42/05/23	The Customer Focus Committee: 1) Approved the STAR Survey Action Plan 2) Approved the monitoring process of Senior and Executive Management Teams to have quarterly oversight of performance, and a six-monthly report to the Committee on the progress	
13	Complaints Report	
43/05/23	LJ, Customer Experience Manager, presented the Complaints Report covering performance information for the period January to March 2023 (Quarter 4), to the Committee for monitoring. The Quarter 4 figures show an increase from the previous volumes recorded in Quarter 4 2021/22 and in the same Quarter of 2020/21. The three top highest grossing complaint categories were: Repairs, Contractors – Staff/Work and Cross-Departmental.	

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	<p>This Quarter, there were 11 complaints escalated to Stage 2. From these complaints, 5 were ‘upheld’, 2 were ‘not upheld’ and 2 were ‘partially upheld’. Two complaints are open and still being investigated.</p> <p>There were no complaints escalated to Stage 3 in Quarter 4.</p> <p>The report also included performance information tables, which displayed comparisons of 2022/23 to the previous 2 years, in the following complaint areas:</p> <ul style="list-style-type: none"> • The number of upheld, not upheld and partially upheld complaints • The number of complaints closed within 5 days • The number of complaints outside of response timescales • The number of holding letters sent • Complaint source, age and gender of complainants • Housing Ombudsman Enquiries • MP Enquiries • Councillor Enquiries <p>Complaint training has been delivered monthly for the last year with almost 100 staff attending as identified from the individual employee skills matrix. This will continue quarterly to ensure any new staff to the organisation is invited to attend.</p>	
44/05/23	<p>As a result of questions and discussions the following was clarified:</p> <p>The report author thanked the Committee for the comments provided ahead of the meeting in relation to some data anomalies within the report which have now been rectified.</p>	
45/05/23	<p>Of the 50 Councillor Enquiries recorded in Quarter 4, none were upheld. It was explained that Councillor Enquiries are investigated within the same timescales as a complaint. Following investigation, a complaint could then be recorded. A Councillor Enquiry would not be upheld so a suggestion was made that this column within the table on page 23 of the report could be removed.</p>	LJ
46/05/23	<p>It is essential to record the number and types of enquiries received from both Councillors and MPs as this data forms part of the trend analysis, as well as demonstrating the time spent by the Customer Services Team in resolving these cases. It is also considered an additional source of feedback as both Councillors and MPs are present in the communities across the city.</p>	
47/05/23	<p>It was noted that over half of the complaints raised in Quarter 4 were resolved within 5 days. This can be attributable to the PCH Complaint Policy and best practice which is that once a complaint is logged and allocated to a lead officer, the resident will be contacted by telephone within 2 days of initially making the complaint. This assists with checking the accuracy of the complaint details to ensure a full</p>	

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<p>48/05/23</p> <p>49/05/23</p> <p>50/05/23</p>	<p>investigation can take place without delay and that the matter is resolved to the customer's satisfaction. Additionally, the acknowledgement of the complaint has been positively received by customers as they know that they have been listened to.</p> <p>The number of complaints recorded over the year has risen. It was acknowledged that there has been a 10% increase in complaints and resident contact with Housing Associations nationally since the COVID pandemic. However, only 3% of PCH properties have made a complaint in a year which provides context to the level of service that is being provided to residents and their satisfaction.</p> <p>The comparison tables within the report, and others presented to the Committee, present the previous two years - 2020/21 and 2021/22 data. Both years were greatly impacted by the COVID pandemic, so it was proposed that when yearly performance comparisons are made within reports to the Committee that a narrative is included detailing what performance was five years prior to the current year to provide a broader perspective (where appropriate).</p> <p>The Committee were informed that a project to review the content of the reports from the Customer Services Team will be commencing next week.</p>	<p>LJ/CE/NC</p>
<p>51/05/23</p>	<p>The Customer Focus Committee noted the Complaints Report.</p>	
<p>14</p>	<p>Complaint Follow Up Report</p>	
<p>52/05/23</p>	<p>LJ, Customer Experience Manager, presented the Complaint Follow Up Report covering performance information for the period January to March 2023 (Quarter 4), to the Committee for monitoring.</p> <p>In Quarter 4, after filtering out 57 eligible complaints of the original 123 complaints raised, 33 complainants were contacted to complete the survey. This equates to 27% of the total number of 'closed' complaint cases recorded. Overall, all 33 customers completed the survey which is 27% of the original sample.</p> <p>Quarter 4 has recorded an increase from Quarter 3 2022/23 in one area of the customer satisfaction survey, and a decrease in two areas. However, all areas have increased when compared to overall totals in comparison to 2021/2022.</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>Customer satisfaction surveys are conducted over the telephone and through postal surveys. During Quarter 4, an electronic version of the survey was created for residents who could not be reached after two call attempts. This survey was</p>	

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	sent to several residents in March 2023 and PCH will continue to offer this format during the whole of Quarter 1 to see what volume of responses are received. If the resident does not have an email address, or would prefer to complete the survey on paper, then a postal survey will still be offered.	
53/05/23	The Customer Focus Committee noted the Complaint Follow Up Report.	
15	Compliments Report	
54/05/23	<p>LJ, Customer Experience Manager, presented the Compliments Report, covering performance information, for the period January to March 2023 (Quarter 4), to the Committee for monitoring.</p> <p>The Quarter 4 figures showed an increase from the previous Quarter 3 figures of 2022/23.</p> <p>The responsible service areas that received the highest number of compliments for Quarter 4 were Electrical - Staff, Housing Choices - Staff, Repairs – Staff and Tenancy Management – Staff. The report provided further details of some of the compliments made.</p> <p>For the month of January 2023, a total of 928 positive comments were received from tenants responding to a text survey for repairs carried out in their homes, 776 in February 2023 and 987 positive comments received in March 2023.</p> <p>Monthly data volumes of the comments received via the customer satisfaction repair surveys that are sent continue to be provided. The survey responses will show if the resident is satisfied or dissatisfied. If resident feedback is identified as a compliment, this will be recorded and included within this report. Additionally, the comments will be shared with the staff member. Some responses do not have as much detail and are therefore not recorded as a compliment.</p> <p>With the high volumes of compliments that are received, it is important for staff to know that residents take the time to tell us about the service they receive, which is published each month on Jannet. Staff are also informed individually through their Line Managers.</p>	
55/05/23	The Committee acknowledged the compliments received and praised staff members for providing a wonderful service to residents.	
56/05/23	The Customer Focus Committee noted the Compliments Report.	
16	Annual Complaints Report 2022/23	
57/05/23	LJ, Customer Experience Manager, presented the Annual Complaints Report 2022/23 to the Committee for monitoring.	

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	<p>The annual report has been created to display data collated regarding the complaints received within the last year. Relevant performance tables and measures were also provided which PCH are expected to report annually following the introduction of the Housing Ombudsman's 'Complaint Code'.</p> <p>It is an opportunity to demonstrate the changes made and improvements implemented following feedback from residents under 'Lessons Learnt'.</p> <p>12 Housing Ombudsman Enquiries were received in 2022/23, of which 5 Stage 1 Complaints were recorded. All Housing Ombudsman enquiries and case work are shared with Executive and Senior Management Teams and Board members. The Housing Ombudsman encourages residents to link directly with them at any stage of a complaint process and not just when residents have exhausted the internal complaint policy. Housing Associations should be able to demonstrate they signpost residents to the Housing Ombudsman at all opportunities, and not just when the complaint has reached the end of the process. PCH make clear to residents in their complaint policy, and in any complaint correspondence how to contact the Housing Ombudsman Service.</p> <p>Compliment and Customer Satisfaction performance statistics were also included within the report.</p> <p>Complaint Training has not only been delivered to staff but has also been tailored and provided to Board Members and Customer Focus Committee members detailing the key points of the Stage 3 panel and expectations of their roles if they attend a panel. Also included in the training was an overview of the Housing Ombudsman Service and the complaint code.</p> <p>The lessons learnt from Stage 3 complaints are monitored to ensure any actions for improvement are implemented. Board members have provided feedback asking to see the final Stage 3 response letter to the resident if they were part of the panel and are kept informed of any engagement from the resident, following the final response.</p>	
58/05/23	<p>As a result of questions and discussions the following was clarified:</p>	
59/05/23	<p>It is a requirement under the Housing Ombudsman Complaint Handling Code to provide what proportion of complaint responses are sent within timescale. This is also required as part of the annual self-assessment which is published on the PCH website. The Committee noted the positive improvement this year with just 1% of complaints going out of timescale when previous years was 2% (2021/22) and 3% (2020/21).</p> <p>Resident satisfaction has increased across all areas of complaint handling which included the ease of making a complaint, maintaining communication with the customer throughout and all matters raised in the complaint being addressed.</p>	

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60/05/23	The lessons learnt presented within the Annual Complaints Report will be published in the In Touch magazine as part of the 'You Said, We Did' article.	
61/05/23	The Customer Focus Committee noted the Annual Complaints Report 2022/23.	
17	Performance Report	
62/05/23	<p>CE, Head of Strategy, Performance and Policy, presented the Performance Report to the Committee for monitoring.</p> <p>The report presented a suite of performance indicators most relevant to the areas of responsibility falling within the remit of the Committee, covering the full year period to 31st March 2023.</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> <ul style="list-style-type: none"> • 18,041 repairs were received during Quarter 4 of which 13,258 were completed in time, with 1,268 out of time. Year to date emergency repairs completed in time were 19,596 (97.53%) and routine repairs completed in time were 24,502 (89.67%). • The number of properties without a valid gas safety certificate at the end of March 2023 is seven, two have since been completed in early April 2023 with the remaining five being dealt with through the court legal process. • The current rent arrears performance at the year-end was within target at 1.48%. This is an improvement on the performance at the year-end last year (1.51%), which is a very positive position given the difficult environment and cost of living pressures that tenants are facing. • At the end of the year, the number of tenants claiming Universal Credit was 4,990, an increase of 66 over the quarter. There were two evictions for rent arrears in the quarter (four in total for the year). • The average cumulative routine re-letting time for the year was 36.59 days compared with the 2021/2022 average of 43.15 days this is a significant reduction. PCH remain in the 2nd quartile compared to other landlords. <p>The report also included how PCH is performing against the Regulator of Social Housing's (RSH) new Tenant Satisfaction Measures (TSMs) which were finalised and released in September 2022. Data gathered from 2023/24 will be reported to the RSH in April 2024.</p>	
63/05/23	<p>As a result of questions and discussions the following was clarified:</p> <p>The report included several updates to actions that had been raised at previous Committee meetings. The Committee appreciated this information.</p>	

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64/05/23	Within Repairs, work is being undertaken to reduce lost time through travel and optimise repair scheduling more generally, which should in turn lower the number of repairs being passed to contractors. Alongside this, an upgrade to the current repairs management system (Service Connect) is being explored which will enable PCH to have more control on planning works as the system drives the scheduling in line with job priority, operative skills, and their location. The Committee have requested further information on the cost savings these improvements will provide.	CE
65/05/23	There were two evictions for rent arrears in the quarter and the Committee were assured that the process to sustain the tenancies had been exhausted prior to this outcome.	
66/05/23	The percentage of all responsive repairs completed within the published timeframe for March 2023 was 87.86%, against a target of 99%. Currently c.45% of repairs are recorded as emergencies with c.55% recorded as routine repairs which has resulted in some routine repairs being completed outside of timescales. The expected ratio was 80% routine repairs and 20% emergency repairs. It is anticipated that this performance will be improved following the re-introduction of the Urgent Repairs category.	
67/05/23	The average number of days to re-let routine void property (Year to Date) is 36.59 days, against a target of 20 days. It was confirmed that this target is individual to PCH using an average in comparison to other Housing Associations. The 20 day target was achieved prior to the Covid pandemic and performance has improved over the year so this target will remain the aim at this time however, will be reassessed if no longer realistic.	
68/05/23	The Committee were advised that there are other factors which have influenced void performance such as the introduction of ‘auto-bidding’ through Devon Home Choice. This allows people that are homeless or have an urgent housing need to be automatically put forward for a property. This has increased the number of applicants received for a property and has resulted in properties being refused when contacted which has delayed the re-letting process considerably. PCH are working with Plymouth City Council to prevent instances like this going forward.	
69/05/23	The Customer Focus Committee noted the Performance Report.	
70/05/23	<i>NC joined the meeting at 11:43am</i>	
18	Asset Management Q4 Performance Update	
71/05/23	NC, Asset Data Manager, presented the Asset Management Quarter 4 Performance Update to the Committee for monitoring. The report summarised the work completed by the Asset Management Team in Quarter 4 2022/23. The Team’s role is to ensure a data centric approach to plan	

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	<p>and deliver investment to PCH's housing stock, whilst maintaining PCH's landlord obligations by keeping residents safe through robust fire risk management.</p> <p>Over the past quarter the achievements have been:</p> <ul style="list-style-type: none">• All due fire risk assessments (FRA) were completed on time for the Quarter• Fire door tagging project is now live• Planned maintenance completions at 267 homes• Roof replacements of single dwellings at 71 properties• Wave 2 application for SHDF (Social Housing Decarbonisation Fund) of £5.6M secured• Planned maintenance customer satisfaction 97% <p>A further breakdown of work, carried out during the Quarter was presented, providing information across each of the teams that contribute to Asset Management: Asset Data & Stock Condition Surveying Team, Design and Delivery Team and the Fire Safety Team. The focus for the individual teams within Asset Management for the remainder of the year was also included.</p> <p>Some vacancies remain within the Asset Management Team. A proposed re-structure has been presented to staff and a formal consultation period has begun which will be concluded in the coming two weeks with feedback to be provided. This will allow recruitment to commence to the new structure including currently vacant posts and add capacity to support the performance improvement PCH are seeking around repairs, voids and major works.</p>	

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72/05/23	<p>As a result of questions and discussions the following was clarified:</p> <p>The Abbey Court block refurbishment has been delayed due to the contractor workstream and resourcing. Assurance was given to the Committee that PCH are maintaining communication with the contractor.</p>	
73/05/23	<p>Resident consultation of the façade colour options for the Marlborough House block refurbishment has been completed. The outcome of the consultation has been communicated to all Marlborough House residents, along with the next stages of the process.</p>	
74/05/23	<p>The £5.6M funding awarded through SHDF (Social Housing Decarbonisation Fund) will support energy improvement works to 600 properties. PCH are currently working to mobilise a pilot of 58 properties as quickly as possible whilst planning the procurement and delivery of the remaining properties, which will be delivered in 3 phases over the next 2.5 years. Further funding options are currently being explored towards new heating systems.</p>	
75/05/23	<p>The Fire Safety Team will be working to provide corporate assurance of the new FSA (Fire Safety Act 2021) regulations and the Building Safety Act. This will involve compiling an annual building safety report for all high-rise buildings which will be publicised every year to ensure transparency and compliance with the legislation. The Communications Team will be assisting with the most effective way of communicating this information to residents.</p>	
76/05/23	<p>The Customer Focus Committee noted the Asset Management Quarter 4 Performance Update.</p>	
77/05/23	<p><i>NC and MW left the meeting at 12:02</i></p>	
19	<p>Digital Customer Communications Update</p>	
78/05/23	<p>MO, Head of Communications and Marketing, presented the Digital Customer Communications Update to the Committee for monitoring.</p> <p>PCH is committed to develop and improve digital resources to meet the objectives set out in the Communications Strategy, approved by the Board in February 2022, as well as delivering the objective of ‘digital by design, access by choice’ within the organisation’s Strategic Business Plan.</p> <p>The report provided an update to the Committee about PCH’s performance in Quarter 4 2022-2023 in respect of digital customer communications, as well as an oversight of work underway. Focus remains centred on improving the organisation’s digital communications for all users, to enable PCH to engage with customers in ways that are best suited to their needs, abilities and resources.</p>	

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	<p>The digital communications analytics (Appendix A) were presented for Quarter 4 which showed the number of active MyPCH accounts reached 8,367 by the end of March 2023, an increase of 231 new accounts. This means 60% of all tenants now have active MyPCH accounts which means the target figure set when the portal launched has now been met. A new target figure has now been set and made a key metric in the new Strategic Business Plan, with the intention to have 80% of residents signed up to, and regularly using, the MyPCH portal by 2028.</p> <p>Other analytics shown for Quarter 4 were:</p> <ul style="list-style-type: none"> • 15,562 rent statement views – this was on par with the last quarter when rent statement views were 16,662 • 4,766 rent payments were made through MyPCH, and 10,683 online payments were made in total from MyPCH and website combined – this is 67% of all payments which was the same as the last quarter however more elected to use the website • 1,714 repairs were reported through MyPCH of the 24,550 overall repairs reported for the quarter – this is an increase on Quarter 3 but still a fraction of the overall repairs reported to PCH including emergency, routine and planned (only routine repairs can be reported through MyPCH at present) with just 16% of all repairs reported online in Q4 (up from 10% in Q3) • 35% of customer contact was digital, which equates to 17,167 digital contacts through email, webchat, webforms and social media – this is an increase on Quarter 3 (28%). <p>The Committee were also informed that the new website was successfully launched on 3rd April 2023, encompassing two new sub-sites for Plumer House and for SO Living, and has already proved popular with residents, stakeholders and staff with positive feedback received.</p> <p>The site offers new functionality for residents including the Find My Housing Officer feature, now operating successfully, and the garages map tool.</p> <p>Enhancements to the MyPCH portal have not yet begun owing to a two-month delayed start time imposed by the supplier. Work is underway to agree a timeframe for the project with the supplier which can be incorporated into the contract.</p> <p>An update on the online tenant application portal was also provided along with details of other digital communication channels that PCH have adopted.</p>	
79/05/23	<p>As a result of questions and discussions the following was clarified:</p>	
80/05/23	<p>Since the launch of the new website in April 2023, there is now a full month of data available on Google Analytics which shows that the number of users, page views and time spent on the website have doubled.</p>	


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81/05/23	There has been a 10% increase in positive feedback from users of the new website which has been collated through the Hotjar facility.	
82/05/23	The monthly resident e-newsletter which is shared with around 11,000 subscribers currently has been encouraging. The VRAs (Virtual Resident Advisers) assist in shaping the content of this newsletter.	
83/05/23	It was confirmed that a digital inclusion solution called ReachDeck is available so that the website content becomes accessible for everyone.	
84/05/23	To date 26% of residents have switched to the digital In Touch magazine which is emailed every quarter. The target is 50% by the July 2023 edition of the magazine and 80% by the October 2023 edition. Emails are sent to a number of residents at a time informing them of the change to digital In Touch giving the option to receive a paper copy of the magazine if preferred. Residents are able to change their preference to receive a digital version without waiting by contacting PCH by telephone or email.	
85/05/23	A Committee member had recently telephoned the contact centre to ask how to register for the digital In Touch and to sign up to the monthly resident e-newsletter however they were unable to provide assistance. Guidance on how this can be done will be circulated to the contact centre staff so they are aware going forward.	AEJ/MO
86/05/23	The digital In Touch has been promoted on social media channels which includes how residents can request the transition early and that this will be an opt out rather than opt in approach if no contact is received. This has also been promoted on the last two rent statements posted out to residents.	
	It was queried if data was available to establish how many users had accessed the 'Find my Housing Team' function on the website which would indicate that this was a valuable tool. In addition, would data be available to show where the users are geographically in the city which may show a trend in Housing Team searches.	MO
87/05/23	The Customer Focus Committee noted the Digital Customer Communications Update.	
20	Forward Plan	
88/05/23	The Forward Plan was reviewed by the Committee which detailed reports that were due to be presented at meetings in 2023.	
89/05/23	The Customer Focus Committee noted the Forward Plan.	
21	Date of Next Meeting	

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90/05/23	The next Customer Focus Committee meeting is scheduled for Friday 4 th August 2023. Committee members and attendees were thanked for joining the meeting.	
91/05/23	<i>The meeting ended at 12:10pm</i>	

Name Lavinia Porfir

Signature 

Date 4th August 2023

Certified as a true copy



Lucy Rickson, Head of Governance

Date 4th August 2023