



Minutes

Plymouth Community Homes  
Customer Focus Committee  
6<sup>th</sup> May 2022, 10:15am

Hybrid - Board Room, Plumer House and Microsoft Teams

**Present in person unless indicated otherwise:**

Lavinia Porfir (LP) Chair  
Maddi Bridgeman (MB) - Virtual  
Graham Clayton (GC) - Virtual  
Liz Nicolls (LN) – Substitute Board Member - Virtual  
Joanne Bowden (JB)

**Also in attendance:**

Angie Edwards-Jones (AEJ) Head of Customer Experience and Assurance  
Charlotte Edwards (CE) Head of Strategy, Performance and Policy  
Nathan Cousins (NC) Asset Data Manager (part)  
Maria Schingen (MS) Head of Strategic Procurement (part) - Virtual  
Louise Jarvis (LJ) Customer Experience Manager (part)  
Alice Potter (AP) Communities Team Manager (part)  
Leigh Ferguson (LF) Communities Team Manager (part)  
Helen Ryan (HR) Head of Communities and Supported Housing  
Laura Moss (LM) Governance Assistant – Minutes

**Apologies:**

Debbie Roche (DR)  
Ian Tuffin (IT)  
Gaynor Southerton (GS)  
Carl Brazier (CB) Director of Homes and Neighbourhoods

1	<b>Welcome and Introductions: Confirm Quorum</b>	<b>Action By</b>
01/05/22	<i>The meeting started at 10:15am</i>  LP welcomed Committee members and attendees. LN was in attendance as a substitute Board Member and the meeting was confirmed as quorate.	

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	The Committee passed on their gratitude and commended staff for each of their reports to be delivered at the meeting.	
<b>2</b>	<b>Apologies for Absence</b>	
02/05/22	Apologies for absence had been received from Committee members - DR, IT and GS. CB also gave their apologies.	
<b>3</b>	<b>Declarations of Interest</b>	
03/05/22	<p>The guidance provided to Committee members on declaring an interest was noted.</p> <p>LP and JB have standing declarations as Plymouth Community Homes (PCH) tenants however this does not relate directly to any items on the agenda.</p>	
<b>4</b>	<b>Minutes of previous meeting (4<sup>th</sup> February 2022)</b>	
04/05/22	<p>The minutes of the previous Committee meeting were discussed, and it was <b>confirmed</b> 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 also highlighted within the minutes for approval so that this version could be uploaded to the CFC webpage on the PCH website. Committee members agreed with the redactions marked for confidentially or commercially sensitive reasons.</p>	
<b>5</b>	<b>Chair's Urgent Business</b>	
05/05/22	<p>Committee members passed on their congratulations and appreciation for the recent retention of the annual Customer Service Excellence accreditation with an improved result from the previous year. Feedback from the assessment was that there were no areas requiring improvement and there were areas of good practice.</p> <p>This highlights the ongoing commitment at PCH to keep the customer at the heart of the organisation and is a great achievement.</p> <p>It is hoped that the assessors will be physically visiting Plumer House next year as opposed to carrying out the assessment virtually in previous years.</p>	

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6	Matters Arising	
06/05/22	<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>In relation to an action raised at the November 2021 Committee meeting (minute number 10/11/21) regarding a review of Tenancy Agreements and the Tenancy Management Policy, an update was provided explaining that the review process is still ongoing.</p> <p>At the February 2021 Committee meeting (minute number 18/02/21) an action was raised in relation to referencing resident engagement in the consultation of new or updated policy documents. To demonstrate that this action has been completed, it will be necessary to await a policy that requires approval. It is anticipated that the Pet Policy will be reviewed soon in connection with the ongoing tenancy agreement and tenancy management policy review.</p> <p>In addition, an update with regards to PCH's involvement with the Domestic Abuse Housing Alliance (DAHA) was requested. It was explained that there continues to be a strong connection with DAHA and positive progress with the accreditation. It is hoped that an assessment will be undertaken by September 2022.</p> <p>Currently PCH are looking to engage a number of staff members to become a point of referral for domestic abuse enquiries within the organisation. The name for the role is yet to be decided. It is possible that some of the existing Mental Health First Aiders are appropriate for this role. Staff across various departments of the organisation are also already trained in safeguarding and how to recognise signs of domestic abuse.</p> <p>It was confirmed that guidance and support on domestic abuse is available to residents and is included within a variety of Learn for Free courses such as Mental Health First Aid, Confidence Building and Active Plus. Due to the sensitivities around this subject, it would not be appropriate to develop a course for residents specifically about Domestic Abuse or to have residents engaged as a point of referral as this could present a risk.</p> <p>An enquiry was made into whether contractors used by PCH are trained in safeguarding. A resident scrutiny review has recently been completed on the interactions between PCH residents and contractors which included a survey of contractors' values and ethics. Findings will be contained within</p>	

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	<p>the Resident Review report which is due to be presented to the Committee at its meeting in August 2022.</p> <p>PCH are members of Advantage South West (ASW) which is a procurement organisation for social housing providers in the South West. The organisation enables social housing providers to collaborate in procurements. ASW have recently been active in raising supplier awareness on safeguarding.</p> <p>The Committee noted the Minute Action Log.</p>	
<b>7</b>	<b>Decisions since last meeting</b>	
07/05/22	There have been no Urgent or Efficient Decisions since the last meeting.	
<b>8</b>	<b>Briefing Papers circulated since the last meeting</b>	
08/05/22	<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"><li>Regulator of Social Housing (RSH) Tenant Satisfaction Measures (TSM) Consultation Response which was shared by email on 8<sup>th</sup> March 2022</li></ul> <p>PCH's consultation response was similar to other social housing providers in seeking clarity on the definitions of the TSMs as opposed to the types of measures.</p> <p>The Committee were informed that there is a possibility the legislation could be postponed for a further year. However, the RSH have clearly stated that social housing providers are to begin collecting the data in accordance with the TSMs, which PCH began undertaking from 1<sup>st</sup> April 2022 as planned. This data will then be reported on a quarterly basis.</p> <p>Questions for residents that form the STAR Survey will be aligned with the TSMs. The next cycle of the quarterly STAR surveys is due to be circulated at the end of May 2022.</p>	
<b>9</b>	<b>Social Value Reporting</b>	
09/05/22	MS presented the Social Value report to the Committee for monitoring and decision.	

	<p>The report detailed the actions put in place with supplier derived social value contributions as well as providing an update on social value measures across PCH strategic contracts.</p> <p>For strategic contracts with a value of more than £150K, social value is integrated into all tender method statements requiring at least 5% of the overall contract value. Upon contract letting, social value is measured as a contractual Key Performance Indicator (KPI) and reported monthly. For smaller contracts, informal requests are made to the supply chain.</p> <p>During the Covid pandemic, in October 2020, Social Value delivered was 34.69% of strategic contracts. This has since risen to 55.22% in April 2022.</p> <p>Economic trading conditions are currently difficult due to the inflationary market pressures generated through Covid and Brexit, the energy crisis and shortages experienced in the wake of the Ukrainian war. Labour, raw materials and energy prices are increasing, construction markets in the Southwest are overheating and consumer inflation figures are over 7%.</p> <p>Response rates to tenders are comparatively low with wide variations in cost. During these conditions there is traditionally a lesser motivation for supply organisations to provide additional contractual value. However, this is counterbalanced by an international focus on ESG (Environmental, Social and Governance) with many suppliers reporting on their ESG performance and therefore still motivated to ensure that social value is maintained.</p> <p>As social value is integrated within overall Procurement Key Performance Indicators presented to the PCH Board every six months, it was recommended that the reporting cycle to the Committee is decreased from bi-annual to annual.</p>	
<p>10/05/22</p>	<p><b>As a result of questions the following was clarified:</b></p> <p>Applications for the allocation of social value are generally made by Housing and Tenancy Sustainment Officers however applications can be submitted by any PCH customer facing staff members. The Social Value Allocation Panel, which was created approximately 2 years ago, consists of four PCH subject matter experts which includes MS and HR. The Panel meet monthly, or when required should a resident require immediate assistance, and review specific criteria to assess each application. As residents' need for assistance has grown, it has been necessary to restrict the allocation of social value to emergency items only such as essential furniture or white goods.</p>	

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11/05/22	Very few applications are not approved by the Panel, these are mainly requests for carpeting as this does not meet the emergency item criteria. Approximately 15-20 residents, both new to PCH and existing, receive assistance each year. The Committee requested a breakdown of the residents receiving assistance detailing how many were new to PCH, existing or mutually exchanged tenants and whether any residents were fleeing domestic abuse. It was confirmed that this information is already captured and would be included within the next Social Value report.	<b>MS</b>
12/05/22	<p>The Customer Focus Committee:</p> <ol style="list-style-type: none"> <li>1) <b>Noted</b> the Social Value report</li> <li>2) <b>Agreed</b> that the reporting cycle of the Social Value report be decreased from bi-annual to annual.</li> </ol>	
13/05/22	<i>LJ joined the meeting and MS left at 10:44am</i>	
<b>10</b>	<b>Complaints Report</b>	
14/05/22	<p>LJ presented the Complaints Report, covering performance information for the period January to March 2022 (Quarter 4), to the Committee for monitoring.</p> <p>The Quarter 4 figures show an increase from the previous volumes recorded in Quarter 3 2021/22. The three top highest grossing complaint categories were: Repairs, Contractors – Staff/Work and Leasehold.</p> <p>This Quarter, there were 5 complaints escalated to Stage 2. From these complaints, 2 were ‘upheld’, 1 was ‘partially upheld’ and 2 were ‘not upheld’.</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 2021/2022 to the previous 2 years, in the following complaint areas:</p> <ul style="list-style-type: none"> <li>• The number of upheld, not upheld and partially upheld complaints</li> <li>• The number of complaints closed within 5 days</li> <li>• The number of complaints outside of response timescales</li> <li>• The number of holding letters sent</li> <li>• Complaint source, age and gender of complainants</li> <li>• Ombudsman Enquiries</li> </ul>	

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	<ul style="list-style-type: none"> <li>• MP Enquiries</li> <li>• Councillor Enquiries</li> </ul> <p>Complaint training has been rolled out and will continue over the next 12 months. So far training has been delivered to at least 50 staff members, with the focus and message being tailored with real complaint examples, to show the link between PCH's complaint policy and the Housing Ombudsman Code.</p> <p>There will be an article within the PCH 'In Touch' magazine, reminding residents of the complaint process and helping them to feel empowered to make complaints where needed.</p>	
<p>15/05/22</p> <p>16/05/22</p> <p>17/05/22</p> <p>18/05/22</p> <p>19/05/22</p>	<p><b>As a result of questions the following was clarified:</b></p> <p>On page 5 of the report, within the Stage 1 Complaints table, Housing Choices have received 5 complaints in 2021/22. It was queried if these complaints were from residents who had already been allocated a PCH property or whether the complaints were related to the Devon Home Choice service. A breakdown of the Housing Choices complaint subjects would be circulated to Committee members outside of the meeting.</p> <p>Further clarification was requested on the number of Stage 1 Complaints received for 'Contractors – Staff/Work' in 2019/20 as the table, on page 6 of the report, showed that 0 complaints were received when in 2020/21 49 complaints were recorded and in 2021/22 63 complaints were recorded.</p> <p>It was explained that within the Complaint Closed Timescales table, the presented data shows complaints that were open between 6 – 10 days. The PCH Complaint Policy and Housing Ombudsman Complaint Code is to resolve complaints within 10 days.</p> <p>The Complaint Closed Timescales table has been created and included within the Complaints Report following a request from the Executive Management Team, to enable them to review what percentage of complaints are resolved within certain timeframes. Also, as good practise, staff are expected to aim for a complaint letter to be completed by at least day 7 and sent to their Head of Service, as they need to allow sufficient time for any possible amendments to be made. This table can be used to help monitor this.</p> <p>The Committee were informed that an Internal Audit on Complaints was undertaken by Mazars in November 2021 as part of their planned work for the year. The internal audit received an adequate assurance rating with</p>	<p><b>LJ</b></p> <p><b>LJ</b></p>

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20/05/22	<p>some recommendations for improvement. One recommendation was ensuring the lessons learned are recorded and fully addressed the complaint raised. The Complaints Report provided assurance that this recommendation had been completed.</p> <p>In Quarter 4 of 2021/22, PCH received one Housing Ombudsman enquiry regarding a Mutual Exchange complaint that had been escalated through all three complaints stages as the customer remained dissatisfied with the outcome. The Lessons Learned from this Stage 3 complaint was detailed within the Annual Complaints Report provided to the Committee for this meeting. It was suggested that a communication to residents could be developed about the Mutual Exchange process to provide information on what to expect.</p>	<p><b>LJ/ Communi cations Team</b></p>
21/05/22	The Customer Focus Committee <b>noted</b> the Complaints Report.	
<b>11</b>	<b>Complaint Follow Up Report</b>	
22/05/22	<p>LJ presented the Complaint Follow Up report, covering performance information for the period January to March 2022 (Quarter 4), to the Committee for monitoring.</p> <p>In Quarter 4, after filtering out 51 eligible complaints of the original 90 complaints raised, 39 complainants were contacted to complete the survey. This equates to 43% of the total number of ‘closed’ complaint cases recorded. Overall, 25 customers completed the survey which is 28% if the original sample.</p> <p>Quarter 4 has recorded an increase from Quarter 3 2021/22 across all five satisfaction questions. However, when compared to overall totals from 2020/21 three areas have decreased.</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. In order to try to reach as many residents as possible, from Q1 2022/23 we will be increasing the number of telephone call attempts from 2 to 3. The 3 calls will be made on different days of the week and at different times to try and maximise the response rate. If there</p>	



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	is no response after the third phone call, we will then send a paper survey through the post.	
23/05/22	<b>As a result of questions the following was clarified:</b>  The Committee commended the increase in all areas of the customer satisfaction survey for Quarter 4.	
24/05/22	Within the table of individual survey question results, there are three areas that have decreased for 2021/22 overall are: <ul style="list-style-type: none"> <li>• Did you find it easy to use this method (to make your complaint, e.g. phone, email, letter, in person or MyPCH Portal)</li> <li>• When you made your complaint was the PCH Complaint process explained to you?</li> <li>• Did the staff dealing with your complaint communicate with you throughout the process?</li> </ul>	
25/05/22	Should a customer respond that they did not find their chosen method of complaining easy, the member of staff will explain the process to them, so they are aware for future use and promote the various other complaint methods available.	
26/05/22	Complaint training, which is being rolled out over the next 12 months, does include the importance of explaining the complaint process and maintaining communication with the customer. However, when the satisfaction surveys are undertaken it is possible that a customer may not remember the process being explained or associate what was explained as being the complaint process. All responses to the survey are taken at face value and investigated, such as listening to telephone calls, to ensure PCH learn lessons from the feedback received.	
27/05/22	The Customer Focus Committee <b>noted</b> the Complaint Follow Up report.	
<b>12</b>	<b>Compliments Report</b>	
28/05/22	LJ presented the Compliments Report, covering performance information for the period January to March 2022 (Quarter 4), to the Committee for monitoring.  The Quarter 4 figures showed an increase from the previous Quarter 3 figures of 2021/22.	

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	<p>The responsible service areas that received the highest number of compliments for Quarter 4 were Housing Choices – Staff, Plumbing – 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 2022, a total of 850 positive comments were received from tenants responding to a text survey for repairs carried out in their homes. 737 positive comments were received in February 2022 and 854 in March 2022.</p> <p>Higher volumes of compliments are typically received within the Repairs department and Environmental team, as both actively carry out their own customer satisfaction surveys by telephone and post.</p> <p>The Regulator of Social Housing is currently seeking views on its proposals for tenant satisfaction measures which are part of implementing changes to consumer regulation set out in the Government’s ‘The Charter for Social Housing Residents: Social Housing White Paper’. Work is being undertaken within PCH to consider their proposals.</p>	
29/05/22	The Customer Focus Committee <b>noted</b> the Compliments Report and praised the positive results for the various service areas of the organisation.	
30/05/22	<i>AP joined the meeting at 11:00am</i>	
<b>13</b>	<b>Annual Complaints Report 2021/22</b>	
31/05/22	<p>LJ presented the Annual Complaints Report 2021/22 to the Committee for monitoring.</p> <p>This 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>Compliment and Customer Satisfaction performance statistics were also included within the report, along with national HouseMark benchmarking information to provide context to some of PCH’s overall performance in comparison with other social housing providers.</p>	

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32/05/22	<b>As a result of questions the following was clarified:</b>  The Committee praised the new Annual Report as it was easy to read and informative.	
33/05/22	Within the lessons learned from Stage 1 Complaints, it explained that a complaint was raised regarding the tone, format and language used in a third appointment letter sent by the Gas department. A review of the letter was conducted and amendments were made to some of the wording and format of the letter. The Committee were assured that the importance of a gas safety appointment was still contained within the letter.	
34/05/22	The Customer Focus Committee <b>noted</b> the Annual Complaints Report 2021/22.	
35/05/22	<i>LJ left the meeting at 11:10am</i>	
<b>14</b>	<b>CFC Independent Review – Verbal Update</b>	
36/05/22	<p>AP gave a verbal update to the Committee on the CFC Independent Review on ‘How PCH tackles social housing stigma’.</p> <p>The scope for the independent review, which was developed by CFC members at a CFC Briefing in February 2022, was sent to four companies for quotations to undertake the work. These were HQN, TPAS, Campbell Tickell and ARK as all four companies had submitted a proposal for the Resident Involvement Health Check which is currently taking place. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Following feedback from CFC members the scope of the review will be adapted. CFC members will then be invited to form part of the interview panel, to confirm the appointment of the independent consultants and agree to the reduced quotation cost, which is hoped will take place at the end of May 2022. The interview with the independent consultant will also establish the anticipated timescales for each stage of the review. It was confirmed that Campbell Tickell would be expected to provide a presentation of their findings to the PCH Board upon completion of the Review.</p>	
37/05/22	<b>As a result of questions the following was clarified:</b>	

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	The estimated timescales for the various stages of the independent review were included within the scope, which was sent out for quotation, and stated that the estimated final report deadline should be 12 <sup>th</sup> August 2022. As the process is slightly behind schedule of approximately 3-4 weeks it was suggested that the deadline be postponed to allow sufficient time for the review to be undertaken. The Committee were informed that timescales for completion of the review will be discussed with the independent consultant at the interview stage and inception meeting.	
38/05/22	The Customer Focus Committee noted the CFC Independent Review – Verbal Update.	
39/05/22	<i>NC joined the meeting at 11:15am</i>	
<b>15</b>	<b>Resident Engagement Health Check – Verbal Update</b>	
40/05/22	<p>AP gave a verbal update to the Committee on the Resident Engagement Health Check.</p> <p>Following interviews, Campbell Tickell were appointed to independently conduct the Resident Engagement Health Check. The Health Check began in December 2021 with the inception meeting and later Campbell Tickell made a request for various documents to be shared with them securely. The Communities Team collated this information from several departments across the organisation. This stage of the Health Check has now been completed.</p> <p>The first staff workshops have been held with the Communities Team which were successful. From these meetings Campbell Tickell were able to learn more about resident engagement directly from staff members and requested further documentation to be provided. Impact Assessments have been one area of particular interest so the outcomes achieved by PCH from resident involvement can be understood.</p> <p>Campbell Tickell’s research team are working on a wider consultation about resident involvement which will be in the form of a survey to be sent to all residents within the coming weeks.</p> <p>On 23<sup>rd</sup> May 2022, resident focus groups are to be held and promotion of this event will be publicised to encourage attendance. These focus groups will be used across all four of the independent health checks which are currently being conducted within the Homes and Neighbourhoods directorate.</p>	

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	<p>Further workshops will be held with staff from across the organisation such as Housing Management on 23<sup>rd</sup> May 2022. Another workshop will also be held with the Communities Team on 24<sup>th</sup> May 2022 to answer any final questions that may have arisen from the meetings with staff and residents.</p> <p>Individual meetings have been scheduled with the Executive Management Team on 23<sup>rd</sup> June 2022 and additionally CFC and PCH Board Members on 24<sup>th</sup> and 25<sup>th</sup> June 2022.</p> <p>It is anticipated that the process of collating information will be fully completed by mid to late June 2022. Campbell Tickell will then assess their findings and produce a final report.</p>	
41/05/22	The Customer Focus Committee noted the Resident Engagement Health Check – Verbal Update.	
42/05/22	<i>AP left the meeting at 11:22am</i>	
<b>16</b>	<b>Performance Update</b>	
43/05/22	<p>CE presented the Quarter 4 Performance Update 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 31<sup>st</sup> March 2022. The report also included:</p> <ul style="list-style-type: none"> <li>• Landlord and Resident Health and Safety performance for the quarter</li> <li>• Rent Arrears and Universal Credit Update</li> <li>• More detailed feedback from the Voids and Lettings (VAL) Surveys, as requested by Committee members, following a CFC Briefing which took place in February 2022 about the recent Voids Project</li> </ul> <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><b>Asset Management (Repairs and Regeneration)</b> – 4 performance indicators were outside of target but within 10% and 6 performance indicators were on target. 1 performance indicator was more than 10% outside of target which was the ‘average number of weeks to deliver major</p>	

	<p>DFG (Disabled Facilities Grant) adaptations (in month)'. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p><b>Housing Management</b> – All 3 performance indicators were on target.</p> <p><b>Voids and Lettings</b> – 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 '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. The average year-to-date turnaround is standing at 43.15 days, against an interim internal target of 40 days. The in-month figure for March 2022 was 29.51 days, against a target of 20 days is a good improvement from previous months (April 2020 – 54.94 days).</p>	
44/05/22	<p><b>As a result of questions the following was clarified:</b></p> <p>There were four homes that had an out-of-date gas safety certificate at the end of March 2022 which is a significant reduction from ten that was reported to the Committee at its last meeting in February 2022. As requested by Committee members, a breakdown of the reasons for the out-of-date certificates were provided.</p>	
45/05/22	<p>From 1<sup>st</sup> April 2022, the new Regulator of Social Housing (RSH) Tenant Satisfaction Measures (TSMs) will be incorporated into the Performance Report which will be presented to the Committee at its next meeting. Narrative will be included to provide any required explanation.</p>	<p><b>CE</b></p>
46/05/22	<p>The Committee wished to pass on their gratitude to all the staff involved in significantly reducing the void turnaround times. A short Briefing Note to the PCH Board was also requested to explain how this was achieved and provide details of any lessons learned.</p>	<p><b>CE</b></p>
47/05/22	<p>It was raised that 'Satisfaction with the lettings process overall' within the Lettings Satisfaction Report for Quarter 4 2021/22 showed that 100% was achieved. However, within the Complaints Report presented to the Committee earlier at this meeting, 5 complaints had been raised in the Quarter regarding Housing Choices. This will be followed up.</p>	<p><b>CE</b></p>

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48/05/22	In September 2021, within the Lettings Satisfaction Report it shows 68% 'Satisfaction with the video viewing of the property'. Satisfaction then increased to 100% from November 2021 which has been maintained through to March 2022. The Committee enquired if any particular improvements were made to the service to achieve the increased satisfaction, and if video viewing will be continuing now that the Covid pandemic restrictions have been ended.	
49/05/22	The great achievement in the reduction of out-of-date gas safety certificates was also noted by the Committee.	
50/05/22	The Customer Focus Committee <b>noted</b> the Quarter 4 Performance Update.	
<b>17</b>	<b>Asset Management Q4 Update</b>	
51/05/22	<p>NC presented the Asset Management Quarter 4 Update to the Committee for monitoring.</p> <p>The report summarised the work completed by the Asset Management Team in Quarter 4 2021/22. The Team's role is to ensure fire safety and to plan and deliver investment to PCH's housing stock. Over the past quarter achievements included:</p> <ul style="list-style-type: none"><li>• Secured funding for energy improvements at Alcester Close</li><li>• Confirmed funding for improvements carried out at Mount Wise Towers</li><li>• Reviewed over 900 drone roof photographs and updated the asset database on their condition</li><li>• Completed the removal and replacement of aluminium composite cladding at Marlborough House</li><li>• All due fire risk assessments completed</li><li>• We have recruited operatives for the in-house fire door team</li><li>• Planned maintenance completions at nearly 400 single family dwellings in Quarter 4 (1,193 in the year)</li><li>• Roof replacements to 80 roofs in Quarter 4 (248 in the year)</li><li>• 97.4% satisfaction with planned maintenance</li><li>• Managed the effects of one of our major contractors, MiSpace, going into administration</li><li>• Recruitment of Contract Works Manager</li></ul> <p>A further breakdown of work carried out during the Quarter was presented for each of the teams that contribute to Asset Management: Asset Data team, Surveying team, Fire Safety team and the Programme Delivery team.</p>	

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	The focus for the individual teams within Asset Management for 2022/23 was also included.	
52/05/22	<p><b>As a result of questions the following was clarified:</b></p> <p>Since March 2021, PCH have been surveying fire door architraves and completing any necessary repairs. By the end of Quarter 4, 1,073 flat front doors including architraves had been checked. 1,016 (95%) fire doors did not meet at least one of the criteria being assessed. The majority require minor adjustments and therefore resource has been allocated to rectify this.</p>	
53/05/22	The programme of the fire door architrave remediation works was divided into four phases. Phase 2 has now started as planned however the scope was amended from the 'Remainder of high rise and sheltered properties', to include flats with all known vulnerable occupants living in general needs blocks. It was confirmed that PCH have a record of vulnerable persons in respect of physical and mental health and other vulnerabilities such as Domestic Abuse which is collected through a variety of sources. Although these records are limited to the most recent communication with PCH, as circumstances can change.	
54/05/22	It was queried if there were any concerns regarding the recent staff changes and interim management arrangements within Asset Management as recruitment across the housing sector has been challenging. Assurance was given that the Asset Management team are currently involved in external independent health checks being conducted by HQN and ARK. Once the health checks have been completed, more permanent staffing solutions will be arranged in accordance with the recommendations made by independent consultants.	
55/05/22	The improvement of facilities and health and safety at Pentamar Street and Exeter Street was clarified; a structure is being removed from the external communal area in Exeter Street, and the location of bin storage is being changed at Pentamar Street as currently Rangers are moving the bins from an internal area through the block to be collected. These improvements will impact both residents and Rangers. It was queried if any resident engagement will take place to measure satisfaction prior to the improvements being made.	<b>NC</b>
56/05/22	Resident engagement in modernisation projects has risen with many more residents wishing to participate now Covid restrictions have ended. Tenant Liaison Officers are a requirement of new contracts facilitating further resident engagement. The Committee were informed that more information	



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	on this will be included within the Resident Review report to be presented at the next meeting.	
57/05/22	The Customer Focus Committee <b>noted</b> the Asset Management Quarter 4 Update.	
58/05/22	<i>LF joined the meeting and NC left at 11:47am</i>	
<b>18</b>	<b>Digital Customer Communications Update</b>	
59/05/22	<p>CE presented the Digital Customer Communications Update to the Committee for monitoring.</p> <p>The Committee were provided with the 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>For Quarter 4 2021/22, there were 7,519 residents with active MyPCH accounts up to the end of March 2022, which represents 53.7% of tenants, showing there has been a small increase from the last quarter. The target of 60% of tenants is still being strived for.</p> <p>Some of the analytics shown for Quarter 4 within the report were:</p> <ul style="list-style-type: none"><li>• 28,185 rent statement views – this continues to be the most popular function of the portal and has increased slightly since last quarter</li><li>• 66.9% 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</li><li>• 1,326 repairs were reported - if emergency, planned and minor works repairs are removed from the total repairs figure (as it is not possible to report them via the MyPCH portal), this equates to 14% of repairs which is the same as the previous quarter. There is significant room for growth in this area.</li><li>• Use of webforms and emails both increased in the Quarter as there was an increase of customer contact with PCH across all methods of communications. This resulted in 32% of contact being received by digital means.</li></ul>	

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	<p>The 'soft rollout' of the on-line tenant application portal is still underway, and PCH are working with the portal provider Prodo to resolve the issues raised by the internal teams and applicants trialling the portal. The intention is to roll out the portal more widely during Quarter 1 2022/23 with the aim of using the portal as the default method of signing up new tenants. Feedback will continue to be gathered from customers and staff to make sure the application portal is functioning correctly.</p> <p>The Committee were also informed of several website enhancements and further developments to MyPCH anticipated over the next 12 months.</p>	
60/05/22	<p><b>As a result of questions the following was clarified:</b></p> <p>Should any incoming tenants be unable to use the MyPCH portal due to inaccessibility to technology or an internet connection, or limited IT skills but would like to register on the portal, they are invited into one of PCH's offices to complete the application with full support if required.</p>	<b>CE</b>
61/05/22	<p>It was queried that as residents now have the function to make a complaint through the MyPCH Portal whether it would be possible to make a compliment too. This will be investigated further.</p>	
62/05/22	<p>A new Head of Communications and Marketing has been appointed and will be attending the next Committee meeting.</p>	
63/05/22	<p>The Customer Focus Committee <b>noted</b> the Digital Customer Communications Update.</p>	
<b>19</b>	<b>Together with Tenants Update</b>	
64/05/22	<p>LF presented the Together with Tenants Update to the Committee for monitoring.</p> <p>Together with Tenants is a national initiative led by the National Housing Federation (NHF) that has seen Housing Associations adopt a Together with Tenants Charter and Plan. PCH adopted the Charter a year ago and this report provided an annual update on progress to the PCH Board in March 2022 and has since been updated for the Committee.</p> <p>The last update presented to the Committee was at its meeting in November 2021.</p>	

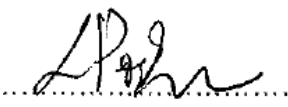
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	<p>The report set out the continued delivery of actions and improvements that align with the Together with Tenants Charter in order to embed the principals of the Plan and Charter into PCH processes.</p> <p>Following presentation of the draft Together with Tenants Champion role description to the Committee, the proposed amendments have now been made and the update role description was appended to the report (Appendix 5). The role has not been recruited to at this time, pending the recommendations of the ongoing independent review of resident engagement at PCH and capacity for recruitment, training, supervision and implementation.</p>	
65/05/22	<p><b>As a result of questions the following was clarified:</b></p> <p>Following a recent resident comment to a Board Member that The Beacon had restricted opening hours, it was confirmed that the opening hours are Monday to Friday, 8am to 8pm. There is also availability to book The Beacon at weekends. The local library within the same building block has dramatically reduced its opening hours which is where there may be confusion.</p>	
66/05/22	<p>The North Prospect Regeneration Newsletter (Appendix 4) provided information on 'What's on at the Beacon?'. It was suggested that the activities taking place could be publicised further to encourage more resident attendance at the venue. The Committee were informed that an update on The Beacon would be arranged.</p>	<p><b>HR/ Liz Phillips</b></p>
67/05/22	<p>It is hoped that the next Committee meeting in August 2022 will be held at The Beacon to utilise the meeting space available and be present in the community.</p>	
68/05/22	<p>Neighbourhood Plans for different areas across the city (the Stonehouse Neighbourhood Plan was attached as an example - Appendix 3) include who the Tenancy Management Team are for the area which is useful for residents. It was proposed that the Plans could be further developed to include details of resident groups, activities and support available through PCH and external organisations in the community.</p>	
69/05/22	<p>Following discussions, it would not be effective to update the Neighbourhood Plans every month with upcoming events and as PCH are digital by choice a web link to an events webpage would not be suitable. A way forward could be to include the contact details of the external organisations within the area and a brief description of what services they provide. Residents would then be able to make contact to enquire about upcoming events.</p>	

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70/05/22	The Housing Officer for the specific areas and members of the Communities Team arrange wide consultations with residents on every Neighbourhood Plan through a variety of channels. Residents are asked to prioritise the type of information they would like presented within the Plans. Details of progress made within the area since the last neighbourhood plan is also included.	
71/05/22	The Customer Focus Committee <b>noted</b> the Together with Tenants Update.	
<b>20</b>	<b>Forward Plan</b>	
72/05/22	The Forward Plan was reviewed by the Committee which detailed items that were due to be reported to meetings in 2022.  A further brief update on the progress of the CFC Independent Review was requested at the next meeting in August 2022.	<b>LM/AP</b>
73/05/22	The Customer Focus Committee <b>noted</b> the Forward Plan.	
<b>21</b>	<b>Date of Next Meeting</b>	
74/05/22	The next Customer Focus Committee meeting is scheduled for Friday 5 <sup>th</sup> August 2022.  Committee members and attendees were thanked for joining the meeting.	
75/05/22	<i>The meeting ended at 12:15pm</i>	

Name Lavinia Porfir

Signature 

Date 5<sup>th</sup> August 2022

Certified as a true copy   
Lucy Rickson, Head of Governance

Date 5<sup>th</sup> August 2022