



Minutes

Plymouth Community Homes
Customer Focus Committee
5th August 2022, 10:15am

Hybrid – The Beacon, North Prospect and Microsoft Teams

Present in person unless indicated otherwise:

Lavinia Porfir (LP) Chair
Debbie Roche (DR)
Graham Clayton (GC)
Gaynor Southerton (GS)
Joanne Bowden (JB)
Tasawar Nawaz (TN) - Virtual

Also in attendance:

Angie Edwards-Jones (AEJ) Head of Customer Experience and Assurance
Charlotte Edwards (CE) Head of Strategy, Performance and Policy
Ian Frazer (IF) Head of Asset Management
Andrew Lawrie (AL) Head of Development – Virtual (part)
Steve Ford (SF) Head of Neighbourhoods – Virtual (part)
Mary O’Leary (MO) Head of Communications and Marketing
Lucy Rickson (LR) Head of Governance
Helen Sambells (HS) Resident Involvement Co-ordinator (part)
Alice Potter (AP) Communities Team Manager (part)
Leigh Ferguson (LF) Communities Team Manager (part)
Helen Ryan (HR) Head of Communities and Supported Housing
Leslie Channon (LC) Campbell Tickell – Virtual (part)
Elaine Pellow (EP) Resident Review, Task and Finish Group (part)
Kelly Pudner (KP) Resident Review, Task and Finish Group (part)
Laura Moss (LM) Governance Assistant – Minutes

Apologies:

N/A

| 1 | Welcome and Introductions: Confirm Quorum | Action By |
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| 01/08/22 | <i>The meeting started at 10:17am</i> | |

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| | <p>LP welcomed Committee members and attendees, and the meeting was confirmed as quorate. TN was in attendance as a temporary Committee member following his successful appointment as a PCH Board Member in May 2022.</p> <p>LC from Campbell Tickell and MO, the newly appointed Head of Communications and Marketing, were also welcomed to the meeting.</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 | |
| 02/08/22 | There were no apologies for absence received from Committee members. | |
| 3 | Declarations of Interest | |
| 03/08/22 | <p>The guidance provided to Committee members on declaring an interest was noted.</p> <p>LP, DR, GS and JB have standing declarations as Plymouth Community Homes (PCH) tenants however this does not relate directly to any items on the agenda.</p> <p>DR declared an interest in Item 12 – Pembroke Street Estate Management Board Report. DR is no longer a member of the Board but is still a resident of the estate, however as the report was for monitoring only it was agreed DR could participate in discussions for this item.</p> <p>JB and GS also have standing declarations as members of the Scrutiny Steering Group, which is linked to the overall resident scrutiny process, however does not relate directly to Item 15 – Resident Review Scrutiny Report.</p> | |
| 4 | Minutes of previous meeting (6th May 2022) | |
| 04/08/22 | <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 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> | |
| 5 | Chair’s Urgent Business | |
| 05/08/22 | There was no Chair’s urgent business. | |
| 6 | Matters Arising | |

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| 06/08/22 | <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 noted the Minute Action Log.</p> | |
| 7 | Decisions since last meeting | |
| 07/08/22 | There have been no Urgent or Efficient Decisions since the last meeting. | |
| 8 | Briefing Papers circulated since the last meeting | |
| 08/08/22 | <p>It was confirmed that the Committee had received a briefing paper, which was for information, on the following:</p> <ul style="list-style-type: none"> • The Beacon <p>There were no questions raised by Committee members on the briefing paper in advance of the meeting.</p> | |
| 9 | CFC Independent Review Update | |
| 09/08/22 | <p>LC provided a short presentation to the Committee giving an update on the CFC Independent Review on 'How PCH tackles social housing stigma'.</p> <p>The presentation gave an overview of what social housing stigma is in both the community and wider society. Information gathered from studies on the subject of social housing stigma conducted by external organisations such as Benefit to Society, the London School of Economics and Political Science and the Ministry of Housing, Communities and Local Government was shared.</p> <p>It was explained that social housing stigma was in the top three residents' concerns expressed at the Governments' Ministerial Roadshows across the country, and Benefit to Society have reported that nine in ten (91%) of social housing tenants say they are portrayed negatively in the media.</p> <p>The review will consist of an internal and external analysis, looking at how tenants interact with PCH, such as with repairs operatives and Housing Officers, as well as in the communities across Plymouth in which tenants are living.</p> <p>A timeline for the project was provided and it is anticipated that an update will be presented to the Committee at its November 2022 meeting with a final report being issued by the end of November 2022. Two Committee members were asked to volunteer to form part of the project team for the review.</p> | |
| 10/08/22 | As a result of questions and discussions the following was clarified: | |

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| 11/08/22 | The Committee thanked Campbell Tickell for the informative presentation which gave a clear direction for the review. | |
| 12/08/22 | Tenants have felt that a negative portrayal of social housing has increased across print media, radio, tv and social media over the last 10-12 years. One project to counteract the negativity was an advert campaign which was developed in collaboration with Facebook. A fair press guide was also created which a number of print media organisations subscribed to. | |
| 13/08/22 | Details of the survey to be conducted later in August 2022 will be decided at the inception meeting with the project team. This will establish the mechanisms to carry out the survey such as online or post as well as who will be invited to take part in the survey such as tenants, shared owners and leaseholders ensuring any contact is Data Protection compliant. The ambition is to consult with more than the usual 400 participants to achieve as widespread a response as possible. | |
| 14/08/22 | It was agreed that JB and GS would be the two CFC members forming part of the project team requiring attendance at 6 weekly project meetings as well as some anticipated resident focus group meetings. LP will be present at the inception meeting and the Committee requested to be updated following each 6 weekly project meeting. | AP |
| 15/08/22 | The Customer Focus Committee noted the CFC Independent Review Update. | |
| 16/08/22 | <i>AP and LC left the meeting at 10:47am</i> | |
| 10 | Performance Update Q1 2022/23 | |
| 16/08/22 | <p>CE presented the Performance Update for Quarter 1, 2022/23 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 period to 30th June 2022.</p> <p>As regulation changes within the sector, this report will be evolving to focus more on the Regulator of Social Housing’s new Tenant Satisfaction Measures (TSMs) and how PCH is performing against these key metrics.</p> <p>The report also included:</p> <ul style="list-style-type: none"> • Landlord and Resident Health and Safety performance for the quarter – this report had been revised as part of the approach to introduce the proposed Tenant Satisfaction Measures (TSMs) alongside the measures for building safety • Rent Arrears and Universal Credit Update | |

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| | <p>Overall, the organisation continues to perform well, with most of the indicators being either within target or marginally off target. The variances were detailed in the report.</p> <p>Asset Management (Repairs and Regeneration) – 4 performance indicators were outside of target but within 10% and 5 performance indicators were on target.</p> <p>Both emergency and routine repairs have been adversely impacted by a lack of resource, due to Covid related absence and an ongoing sector-wide operative capacity issue, and that 41% of total repair completions are emergency repairs, with fire door repairs accounting for 86 emergencies per week on average. This has been exacerbated by the completion of planned repairs (60 days priority) which are being completed in half the time. Consequently, PCH are reviewing the organisation and planning of planned repairs, to create additional capacity to achieve routine repair target timescales.</p> <p>Housing Management – All 3 performance indicators were on target.</p> <p>Voids and Lettings – 2 performance indicators were on target and 12 performance indicators were more than 10% outside of 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 routine re-letting time for Quarter 1 was 36.08 days which is considerably lower than the 2021/2022 average of 43.15 days. An interim target has been set of 25 days turnaround time by the end of September 2022.</p> | |
| 17/08/22 | <p>As a result of questions and discussions the following was clarified:</p> | |
| 18/08/22 | <p>It was confirmed that the STAR Survey for Quarter 1 has been completed. The results will be included within the next report at the Committee meeting in November 2022 as the Quarter 2 STAR Survey will also have been completed to provide a comparison in performance. Additionally, it is expected that HouseMark will have introduced a benchmarking facility by this time which will also be incorporated into the report.</p> <p>The adverse impact to emergency and routine repairs has not resulted in a rise in complaints for this service area as residents are positively receiving the explanation given for the delays currently being experienced. The percentage of tenants satisfied with the repairs service remains above the 95% target as shown within the report.</p> | |
| 19/08/22 | <p>There is one eviction for rent arrears for the year to date from May 2022. The Committee were assured that PCH would have exhausted every opportunity to sustain the tenancy. The Financial Inclusion Team will do their utmost to support tenants and direct them to external agencies to provide further assistance. It was requested that narrative explaining the circumstances of any future eviction cases be included within the report.</p> | <p>CE/Head of Income, Commercial & Home Ownership</p> |

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| 20/08/22 | As at the end of June 2022, the number of tenants claiming Universal Credit (UC) was 4,740, an increase of 175 over the quarter. The Financial Inclusion Officers have 110 active cases open currently and it was confirmed this could be both new and existing tenants who have begun claiming UC. It was explained when the Financial Inclusion Team are notified of a tenant claiming UC, Officers will proactively contact the tenant to offer support. | |
| 21/08/22 | Carpentry has not only been affected by the lack of operative capacity but also an increase in demand on the service area. This is due to ongoing fire door inspections being undertaken, to ensure PCH are compliant with the Fire Safety legislation coming into force next year, which is generating extra carpentry repairs. Additionally, the new kitchens and bathrooms that were fitted as part of the decent home programme across all PCH properties approximately 12 years ago are beginning to require repair. Furthermore, a number of operatives in this service area have recently retired. A business case has now been approved to recruit more carpenters to cope with demand. | |
| 22/08/22 | DR wished to pass on a compliment to the Gas Servicing operative who visited her home recently as they were very helpful and explained how to use the boiler in the most efficient and cost effective way. This will be logged within the Complaints and Compliments system and fed back to the member of staff. | AEJ/IF |
| 23/08/22 | Several "Transfer Ready" inspections have been carried out and a mailout has been completed to target those in bands B and C, who are at the top of the Devon Home Choice housing register, and have been actively bidding. The "Transfer Ready" project has been developed to reduce re-let times as transfers will be ready to move once they are shortlisted for a new property. The Committee requested that the next report includes the number of people on the "Transfer Ready" project and the number of those that become PCH tenants. | CE |
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| 24/08/22 | The Customer Focus Committee noted the Performance Update for Quarter 1, 2022/23. | |
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| 11 | Annual New Build Resident Feedback Report | |
| 25/08/22 | <p>AL presented the Annual New Build Resident Feedback Report to the Committee for monitoring.</p> <p>PCH leads on new build resident feedback with a range of other local housing associations. Previous analysis of resident feedback has led to numerous improvements to design requirements which have contributed towards increasing levels in satisfaction of residents with their new homes. This year results have been received from [REDACTED] PCH, [REDACTED] to allow benchmarking and learning.</p> <p>The average score between partners for 2021 is that 94.7% of residents are satisfied or very satisfied with the quality of their homes. PCH received an improved</p> | |

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| | <p>score from last year of 90% based upon 24 surveys returned mostly from: Phase 5 North Prospect, Butcher's Park in Tavistock, and Trevethan Meadows in Liskeard, with a smaller number from Aberdeen Ave, Chaucer Way in Mannadon, and St. Annes Chapel. The score from Phase 5 North Prospect, the only directly procured non-S106 (Section 106) scheme, was 100%.</p> <p>S106 projects scored lower with some projects pre-dating the adoption of the minimum specification approved by Development Committee in late 2018. A further review of these standards will take place, especially in relation to the low-scoring design aspects including internal storage, locks, kitchens, vinyl flooring and bin stores.</p> <p>Satisfaction with the defect rectification service remains low across all partners, and unchanged since last year with an average of 47%. There is a wide variation of scores between partners. PCH scored highest at 50% and [REDACTED] lowest at 29%. Unlike last year, but in accordance with long-term trends, non-S106 projects scored a higher resident satisfaction rate of 58% and S106 developer led projects only 44%. Work undertaken from previous surveys has demonstrated that this service is more of a product of contractor and developer performance rather than housing association process alone, so it remains hard to resolve.</p> | |
| 26/08/22 | <p>As a result of questions and discussions the following was clarified:</p> | |
| | <p>The Committee were informed that following presentation of this report to the Development Committee in May 2022, it was requested that questions relating to health and cost of heating be added to the resident survey which has been completed. A number of actions in relation to residents living in Section 106 (S106) projects not feeling safe in their home are being addressed.</p> | |
| 27/08/22 | <p>Of the 102 resident surveys sent out for the year only 24 were returned (24%). The general guidance adopted for reliable feedback is that housing associations require a minimum of 20 returned surveys, along with around 30% response rate. To increase the resident survey response rate one housing association has offered £10 for every completed survey. PCH entered every resident that completed a survey into a prize draw for one resident to win a £50 voucher. It has been noted that the move to electronic surveys has seen a decline in responses therefore, after defect rectification has been completed, the Clerk of Works is now hand-delivering paper copies of the survey for residents to complete and return.</p> | |
| 28/08/22 | <p>It was suggested that the Communities Team are approached for ideas on how to improve resident survey responses rate and that the option of involving Housing Officers to hand-deliver the surveys when visiting a resident be explored.</p> | AL |
| 29/08/22 | <p>The Committee noted that during the Covid pandemic lockdowns shared owners were more satisfied overall than renting tenants. However, this has now returned to the pattern prior to the Covid pandemic with shared owners scoring an overall satisfaction rate of 75%, compared to 86% for renting tenants.</p> | |

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| 30/08/22 | Very few projects met the required rule of receiving at least 6 resident survey responses to determine the highest scoring scheme. Nevertheless, the highest score was returned for North Prospect Phase 5 by PCH with 100% satisfaction, 2 of which were 'very satisfied' with the quality of their homes. The Committee acknowledged the positive outcome. | |
| 31/08/22 | Of the 6 PCH residents not feeling safe in their home, one lived in a non-S106 project (Phase 5 North Prospect). There was no clear pattern or single estate to explain why residents felt unsafe, although there were an equal number of comments on the lack of external lighting and ASB (Anti-Social Behaviour) from neighbours. It was explained that this question enables organisations to separate residents' dissatisfaction with design aspects of development projects from Housing Management. The Committee were assured that PCH's performance in respect of effectively managing ASB was reflected within the previous report (Item 10 – Performance Update Q1 2022/23) which showed that 100% satisfaction with the outcome of ASB complaints had been achieved for each of the 3 months of the Quarter. | |
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| 32/08/22 | The Customer Focus Committee noted the Annual New Build Resident Feedback Report. | |
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| 33/08/22 | <i>AL left the meeting 11:08am</i> | |
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| 12 | Pembroke Street Estate Management Board Annual Report | |
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| 34/08/22 | <p>SF presented the Pembroke Street Estate Management Board Annual Report to the Committee for monitoring.</p> <p>Pembroke Street residents group started in 1987 and the Estate Management Board (PEMB) was set up in 1994. It is essentially a resident led organisation known as a Tenant Management Organisation (TMO) which carries out the functions of a Social Housing provider on our behalf. Local residents are nominated to join the board of directors; the resident majority say how the company is run working along other co-opted members from Plymouth Community Homes (PCH), City College Plymouth, Shekinah Mission and a Ward Councillor representing Plymouth City Council (PCC).</p> <p>The TMO management functions include voids, minor repairs, estate and grounds maintenance (including cleaning of stairwells), lettings, low level ASB, communal area maintenance (including some painting) and other tenancy management issues at a low level, prior to any legal sanctions. Not included is rent collection, higher level ASB (Anti-Social Behaviour), major repairs and refurbishments which are carried out by PCH.</p> <p>The Modular Management Agreement (MMA) sets out responsibilities for PEMB and PCH in detail to ensure everyone understands clearly what functions are carried out by each party. Within the MMA, PEMB are required every five years to consult and confirm with residents that they wish their TMO role to continue. The</p> | |

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| | <p>last Ballot took place in August 2019 with a positive result confirming PEMB are to continue in their role.</p> <p>PEMB are currently paid £200,907.31 per annum, the allowance is paid in quarterly amounts. The allowance is reviewed annually and is adjusted in line with PCH performance/costs.</p> <p>The report provided performance information for 2021/22 which showed that targets across most areas had been achieved. Furthermore, the report gave details of a number of agreed projects the PEMB have been working on over the past 12 months.</p> <p>During 2021, Zebra Collective carried out a board review for PEMB. The study explored how board members and staff viewed the purpose and functioning of the board, including strengths and areas to work on. All board members and staff were interviewed. The report was positive and offered some recommendations for strengthening the way the board operates. The findings were published in November 2021 and the recommendations agreed by the board. In February 2022 the board held an awayday to focus on the recommendations and plan how to take them forward.</p> <p>In addition to the standard Housing Management and maintenance functions, the PEMB supports and encourages a strong community and organised a number of events and activities in 2021/22.</p> | |
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| <p>35/08/22</p> <p>36/08/22</p> <p>37/08/22</p> <p>38/08/22</p> | <p>As a result of questions and discussions the following was clarified:</p> <p>The Voids and Lettings average turnaround time performance did not meet the target of 20 days for Quarters 1, 2 and 3 last year. It was explained that this was in relation to 3 properties; one which required a complete redecoration; one which required a new electric meter; and another property required new flooring, kitchen worktops and cupboards. The timescales to complete this work was also impacted by a lack of operative resource.</p> <p>It was confirmed that the report author, Sarah French, who is the PCH Area Manager South (North Prospect and Devonport) as well as the PCH representative on the PEMB, has provided independent and objective information through their role on the PEMB and from data sets that are held corporately.</p> <p>The report included two case studies to demonstrate some of the benefits of the PEMB as experienced by the residents themselves. Both case studies were from residents who had lived on the estate for many years, so it was requested that residents who are new to the estate also be approached to give their perspective for the next report.</p> <p>The Community Led Housing project has continued in partnership with PCH and PCC (Plymouth City Council). The scheme, providing five one-bed houses has now been approved by planning. However, it was raised that this scheme cannot</p> | <p>SF</p> |

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| | proceed until funding is obtained to relocate the MUGA (Multi-Use Games Area). The Committee were informed that an application for funding is to be submitted shortly and assurance was given that the next report will explain progress of the two intertwined projects. | SF |
| 39/08/22 | The ASB reported within Tenancy Management are low level cases which have been dealt with by PEMB and recorded on the same ASB database used by PCH, called REACT. Cases that have been progressed to higher levels are reported within PCH's performance. It was requested that a brief narrative of the types of low level ASB cases experienced on the estate are included in the next report. | SF |
| 40/08/22 | A Briefing Paper, for information, providing an update on the progress of implementing the ten recommendations made following the Board Review was requested for the Committee's November 2022 meeting. The Briefing Paper should also include any updates available on the ongoing projects of the PEMB mentioned within the report. | SF |
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| 41/08/22 | The Customer Focus Committee noted the Pembroke Street Estate Management Board Annual Report. | |
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| 42/08/22 | <i>SF left the meeting at 11:30am</i> | |
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| 13 | Asset Management Q1 Update | |
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| 43/08/22 | IF presented the Asset Management Quarter 1 Update to the Committee for monitoring. The report summarised the work completed by the Asset Management Team in Quarter 1 2022/23. The Team's role is to ensure a data centric approach to plan and deliver investment to PCH's housing stock, whilst maintaining PCH's landlord obligations by keeping residents safe through robust fire risk management. Over the past quarter achievements included: | |

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| | <ul style="list-style-type: none"> • Asset management data audit received a substantial assurance outcome with nil recommendations • Stock condition surveyors integrated effectively and building up asset intelligence • Fire safety audit received a substantial assurance outcome with nil recommendations • All due fire risk assessments (FRA) completed on time for Q1 • New fire door operatives recruited and working towards transitioning the architrave project in-house from contractors • Previous surveying team temporarily integrated with delivery team - Offer made for an interim Design Team Manager, to re-enable in-house design stage support • Planned maintenance completions at circa 280 homes for Q1 • Roof replacements of single dwellings is 64% completed for Q1 • Imminent contract award to deliver wave 1 social housing decarbonisation funded works for energy improvements at Alcester Close • Planning of the wave 2 decarbonisation projects are well underway for August/September application submission • Four whole house design options are being worked on with delivery partners, to bring assets to EPC C or above • Surveying has also commenced for the newly acquired properties at Barne Barton in order to work up energy improvement solutions. To be potentially delivered via wave 2 of the social housing decarbonisation fund (SHDF) • Planned maintenance customer satisfaction is 100% for Q1 <p>A further breakdown of work carried out during the Quarter was presented 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 2022/23 was also included.</p> | |
| 44/08/22 | <p>As a result of questions and discussions the following was clarified:</p> <p>The Committee praised the report and the great achievement of the substantial assurance outcomes for both the Asset Management and Fire Safety internal audits.</p> | |
| 45/08/22 | <p>The Design Team have increased wider resident engagement practices, with resident letters for surveying at various stages of the process and scheduled design consultation workshops. It was requested that customer responses to the surveys for the ongoing modernisation projects be included within the next report. The</p> | IF |

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| <p>46/08/22</p> <p>47/08/22</p> | <p>Committee were informed that responses to surveys from tenants and leaseholders are separated due to leaseholders being liable for payment of the work being undertaken which may affect their answers. Additionally, some projects take several months to complete so a full suite of customer satisfaction surveys may not be available at this time.</p> <p>It was noted that the Delivery Team record customer satisfaction through SurveyMonkey. The Committee were informed of a new project across the organisation to review how PCH collates customer satisfaction data overall, which is linked to the Tenant Satisfaction Measures from the Regulator of Social Housing. PCH are exploring various survey options to achieve greater resident response rates. The Committee asked for details of the project to be provided.</p> <p>Phase 2 of the fire door architrave remediation works started as planned, however the scope was increased to include all known vulnerable persons living in general needs blocks. The priority for these surveys was based on location, including vulnerable persons at 723 addresses. Currently there are 35 inspections of vulnerable person's addresses remaining to be completed. 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.</p> | <p>AEJ/CE</p> |
| <p>48/08/22</p> | <p>The Customer Focus Committee noted the Asset Management Quarter 1 Update.</p> | |
| <p>14</p> | <p>Digital Customer Communications Update</p> | |
| <p>49/08/22</p> | <p>MO presented the Digital Customer Communications Update to the Committee for monitoring.</p> <p>The new Communications Strategy approved by the PCH Board in February 2022 considered how digital resources could be developed and improved for easier use for the maximum number of people, and focused on how the 'digital by design, access by choice' aim of PCH could best be delivered.</p> <p>This report provided an update to the Committee about PCH's performance in Q1 2022-2023 in respect of digital customer communications, as well as an oversight of work underway to grow, develop and improve the digital resources PCH employs. This work aims to improve the organisation's digital communications for all users, and to enable PCH to engage with customers in ways that are best suited to their needs, abilities and resources.</p> <p>The fourth set of digital communications analytics (Appendix A) were presented for Quarter 1 which showed the number of active MyPCH accounts reached 7,718 by the end of June 2022, an increase of 194 new accounts, which now represents 55% of tenants. This is a step towards the target of 60% of tenants.</p> <p>Other analytics shown for Quarter 1 were:</p> | |

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| | <ul style="list-style-type: none"> • 26,547 rent statement views – this continues to be the most popular function of the portal • 6,607 rent payments were made through MyPCH, and 7,726 online payments made in total from combined MyPCH and website – this is 67% of all payments and is a small increase on the previous quarter (66.9%) • 918 repairs were reported through MyPCH of the 18,575 overall repairs reported for the quarter - 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 10% of repairs which has reduced from the previous quarter (14%) • There was a reduction of customer contact made through digital channels – a combined total of 25.6% compared to 32% of communications made digitally in the previous quarter. <p>The Committee were also informed of ongoing and upcoming website enhancements, further development of MyPCH and the progress of the online tenant application portal.</p> | |
| 50/08/22 | <p>As a result of questions and discussions the following was clarified:</p> <p>The Committee were informed that following preparation work with the Housing Management and Digital and IT Teams, the 'Find my Housing Officer' function is now available for the PCH website. However, as a decision has been taken to go out to tender for a new website and portal provider it would be prudent to wait for a new website provider to be appointed before installing the new functionality.</p> | |
| 51/08/22 | <p>Some Committee members have experienced difficulties in using the MyPCH Portal. The tender for the new website and portal provider will give priority to ensuring the portal is more customer-focused and enable immediate improvements with additional functions and services already built-in for residents to use, such as offering residents the chance to book, as well as report repairs.</p> | |
| 52/08/22 | <p>The Customer Focus Committee noted the Digital Customer Communications Update.</p> | |
| 53/08/22 | <p><i>AP, EP, LF, HS, KP joined the meeting at 11:42am</i></p> | |
| 15 | <p>Resident Review Scrutiny Report</p> | |
| 54/08/22 | <p>HR, EP and KP presented the Resident Review Scrutiny Report to the Committee for monitoring.</p> <p>Resident Review is the resident scrutiny process at PCH. During 2021/22, a Task and Finish Group of residents examined and led a scrutiny review on the topic of 'how PCH manages contractors' interactions with residents, when working in and around their homes.'</p> | |

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| | <p>The Task and Finish Group, supported by an independent facilitator, have agreed and produced a report to present their findings and recommendations for improvement and enhancement.</p> <p>A short video was played about the resident review, which explained their approach to the review and their findings.</p> <p>The next steps following the scrutiny review will be to publish the report for residents and staff, and for PCH to respond to the recommendations made and provide an update on actions that have been taken.</p> | |
| 55/08/22 | <p>As a result of questions and discussions the following was clarified:</p> <p>The Committee thanked the residents for taking part in the scrutiny review and attending the meeting to present the report.</p> | |
| 56/08/22 | <p>It was noted that one PCH staff member that took part in the survey, neither agreed nor disagreed that PCH contractors should demonstrate PCH values in the interactions with tenants. This was a surprising response as it would be expected that staff would agree with the question. This could link in with the CFC Independent Review which has been commissioned by the Committee to look at 'how PCH tackles social housing stigma' which will include an internal analysis of how tenants interact with PCH.</p> | |
| 57/08/22 | <p>There were concerns with the length of time taken from the report being produced in January 2022 to being presented to the Committee. It was suggested that the Resident Review process be reassessed to ensure resident engagement is maintained and to demonstrate PCH's commitment to resident scrutiny. The Resident Engagement Health Check, which is currently being carried out independently by Campbell Tickell, will include a review of resident scrutiny therefore it would be pragmatic to await the final conclusion from the Health Check before reassessing the Resident Review process.</p> | AP |
| 58/08/22 | <p>The Customer Focus Committee noted the Resident Review Scrutiny Report.</p> | |
| 16 | <p>Forward Plan</p> | |
| 59/08/22 | <p>The Forward Plan was reviewed by the Committee which detailed items that were due to be reported at the remaining meeting of 2022.</p> | |
| 60/08/22 | <p>The Customer Focus Committee noted the Forward Plan.</p> | |
| 17 | <p>Date of Next Meeting</p> | |
| 61/08/22 | <p>The next Customer Focus Committee meeting is scheduled for Friday 4th November 2022.</p> | |

Redacted Minutes - Some items are redacted as they are confidential or commercially sensitive

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|----------|---|--|
| | Committee members and attendees were thanked for joining the meeting. | |
| | | |
| 62/08/22 | <i>The meeting ended at 12:08pm</i> | |
| | | |

Name Lavinia Porfir

Signature

Date

Certified as a true copy

Lucy Rickson, Head of Governance

Date