



Minutes

Plymouth Community Homes
Customer Focus Committee
4th August 2023, 10:15am

Hybrid – Board Room, Plumer House and Microsoft Teams

Present in person unless indicated otherwise:

Lavinia Porfir (LP) Chair
Jill Gregg (JG)
Emma Lovett (EL) - Virtual
Tasawar Nawaz (TN) – Virtual (part)
Gaynor Southerton (GS)
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 - Virtual
Alice Potter (AP) Communities Team Manager (part)
Helen Ryan (HR) Head of Communities and Supported Housing (part)
Fran Sandercock (FS) Area Housing Manager (part)
Steve Ford (SF) Head of Neighbourhoods (part)
Will Watts (WW) Pembroke Estate Management Manager (part)
Michael Williams (MW) Interim Head of Asset Management – Virtual (part)
Dylan Chipp (DC) Interim Head of Repairs (part)
Eleanor West-Thomas (EWT) Programme Officer – Virtual (part)
Jonathan Cowie (JCo) New Chief Executive - Virtual
Laura Moss (LM) Governance Assistant – Minutes

Apologies:

Debbie Roche (DR)
Maja Jorgensen (MJ)

		Action By
1	Welcome and Introductions: Confirm Quorum	
01/08/23	<i>The meeting started at 10:15am</i>	

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	<p>LP welcomed Committee members and attendees, and the meeting was confirmed as quorate. EL, TN and JG were in attendance as substitute Committee members.</p> <p>LP also greeted JCo, the new Chief Executive with effect from September 2023, and WW, Pembroke Estate Management Board Manager.</p> <p>LP confirmed that Graham Clayton had now stepped down as a PCH Board Member, and subsequently the Committee, following an efficient decision agreed by the PCH Board in July 2023 after successful appointment of EL.</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	
02/08/23	Apologies for absence had been received from MJ and DR.	
3	Declarations of Interest	
03/08/23	<p>The guidance provided to Committee members on declaring an interest was noted.</p> <p>LP, GS, 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>	
4	Minutes of previous meeting (12th May 2023)	
04/08/23	<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	
05/08/23	LP passed on their congratulations, on behalf of the Committee, for the achievement of the Customer Excellence accreditation again this year. This highlights PCH's ongoing commitment to listen to and understand its customers.	
6	Matters Arising	
06/08/23	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.	

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	<p>From the February 2021 meeting, an action was raised (minute number 18/02/2021) which requested that going forward resident participation is included within a policy document along with PCH's gratitude for their involvement. The Committee were informed that the Pet Policy is currently being reviewed and the inclusion of resident participation will be reflected. It is anticipated that the policy will be presented to the Committee for approval in November 2023.</p>	
07/08/23	<p>From the May 2022 meeting - Social Value Reporting, the Committee requested a breakdown of the residents that received assistance in the next annual report - how many are new to PCH, existing or mutual exchanges? Any residents fleeing domestic abuse? This information was omitted from the 2023 report so further investigation will take place and findings will be shared with the Committee outside of the meeting.</p>	GR
08/08/23	<p>From May 2023 meeting – Mutual Exchange Policy, it was suggested 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' 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 confirmed that the requested amendments had been made to the policy which has now been published and adopted. The updated version of the policy would be shared with the Committee.</p>	LM
09/08/23	<p>From May 2023 meeting - Regulator of Social Housing (RSH) Consumer Regulation Compliance, it was queried how the bi-monthly Equality and Diversity Cafes are publicised to residents. The Committee were informed that prior to the Covid pandemic the Cafes were publicised to both staff and residents. Resident attendance was extremely low. Cafes have recently recommenced which are currently being advertised to staff only however consideration will be given to publicising these events to residents again.</p> <p>The Committee agreed with the updates to the Minute Action Log.</p>	
7	Decisions since last meeting	
10/08/23	<p>There have been no Urgent or Efficient decisions since the last meeting.</p>	
8	Briefing Papers circulated since the last meeting	
11/08/23	<p>It was confirmed that the Committee had received a briefing paper, which was for information, on the following subject:</p> <ul style="list-style-type: none"> • Resident Scrutiny Progress Update on Review of Contractors Interactions with Residents – Lessons Learned 	

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12/08/23	<p>The following questions were raised by Committee members on the briefing paper which were answered in advance of the meeting:</p> <p><i>For context, it was explained that the survey referred to was designed by the residents who led the scrutiny (the Task & Finish Group), facilitated by an independent external facilitator and with operational support from a PCH Resident Involvement Coordinator. This scrutiny and therefore the surveys and research conducted by the residents involved at the time is now more than two years old.</i></p> <p>1) Regarding the 23% of residents who were dissatisfied with the quality of the works, how many were reporting on works done in their homes and was there a preponderance of dissatisfaction within any specific areas of works? Also, was the spread of dissatisfaction congruent with that gathered by normal means?</p> <p>The initial filtering question asked in the survey was: <i>Q1 Please tell us if you have recently had any external or internal works done to your home by a contractor?</i></p> <p>So, all those who completed the survey following a 'yes' to question 1, were reporting on works done at their home, either internally or externally. The type of work they reported on varied widely:</p> <ul style="list-style-type: none">• Window repairs• Floor repairs• Plumbing• Gas safety check• Shed doors• External paintwork• Roof slate replacement• Door handle• Gas boiler repair• Plastering and internal paintwork• Internal door replacement• Legionella testing <p>In the survey there was no particular type of work that was most/more prevalent in terms of those who were dissatisfied, which may be partially due to the wide variety of works being reported on by participants. The Task and Finish group did also examine dissatisfaction based on PCH complaints reports at the time (specifically about contractors) and the most common complaint type then was about timescales – e.g. to complete the work, to remove scaffolding. This was reflected in the Task & Finish Groups' report, particularly in respect of scaffolding.</p>	
13/08/23	<p>2) Were respondents questioned on whom they should contact if things went wrong, and if so, of the 72% who reported that they knew whom to contact, how many were correct in their assumptions?</p>	

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14/08/23	<p>The question asked in the survey was: <i>Q5 If you had any issues or concerns with the work did you know who to contact?</i></p> <p>With a 'yes/no/not sure' required answer and an optional free text box for respondents to state who they would contact. Not all respondents used the optional text box to state who they would contact if there were problems. The Task and Finish group's report does not say whether they examined residents' answers to this question, i.e. whether they examined the issue of whether respondents assumptions were correct and chose not to report on it, or whether they did not examine respondents assumptions of who they would contact.</p> <p>3) Regarding the 28% of respondents who did not report that they knew whom to contact should things go wrong, were these respondents then educated on this?</p> <p>Since the scrutiny was reported on a wide range of new communication methods have been introduced by PCH, some as a direct result of the scrutiny recommendations. From new drop-ins and pre/post/mid contract meetings, to new social media channels, e-news and My PCH additions. These have been widely publicised. Individual tenants who are about to have contracted major works – for example major works to a block- are sent details of who to contact. In terms of whether the particular individual respondents to the survey conducted as part of the scrutiny and who answered 'no' to this question were educated on this, we would not be able to answer - the survey was optionally anonymous, and we have no process for capturing whether individual tenants access the particular resident engagement info/emails/links we send to them.</p>	
15/08/23	<i>HR and AP left the meeting at 10:30am</i>	
9	Estate Management Board annual report	
16/08/23	<p>WW, Pembroke Estate Management Board Manager, and FS, Area Housing Manager (also a Pembroke Estate Management Board Member), presented the 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,</p>	

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	<p>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 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 the financial year 2022/23 which showed that targets across most areas had been achieved. The Pembroke Street annual report, covering the calendar year of 2022, which is approved by their Board and circulated to all residents living in the community, was also presented.</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 2022.</p> <p>An update on the Clowance Street development was also included within the PEMB report.</p>	
17/08/23	<p>As a result of questions and discussions the following was clarified:</p> <p>In 2022, Committee members requested that new residents are encouraged to take part in satisfaction surveys regarding their Estate Management Board experience. It was confirmed that eight of the nine new residents over the 12 month period responded to the survey and mostly positive comments were received.</p>	
18/08/23	<p>The Committee were informed of the Open Access estate office which the community have access to, to discuss housing management and maintenance issues. Support on other matters can also be provided. This on site presence enables a good relationship between residents and Estate Management Board (EMB). A recommendation from the Board Review conducted by Zebra in 2021/22 was for pictures of the EMB members to be on display in the office. This has been met with some reluctance from members as they do not wish to be approached whilst in the community so the recommendation remains incomplete at present.</p>	
19/08/23	<p>Community events were able to return in 2022 following the Covid pandemic which were positively received, however funding to refurbish the Mount Wise neighbourhood centre used to host such events could not be secured due to the age of the building. Conversely, a provisional offer from the Youth Investment Fund has been received in the hope that buildings currently used for storage and a workshop next to the estate office can be renovated to create a community space.</p>	

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20/08/23	A brief narrative of the types of low level Anti Social Behaviour (ASB) cases experienced on the estate was requested by the Committee last year which was included within the report. The highest ASB category was noise, with 5 cases reported in the year, which is typical with blocks of flats across the city. The importance of being a considerate neighbour is highlighted upon tenancy sign up and assistance to reduce or eliminate noise complaints is offered to residents such as funding for carpets.	
21/08/23	It was noted that 100% of customers were satisfied with the response to reports of Anti Social Behaviour (ASB) and the outcome of an ASB case.	
22/08/23	The Committee praised the reports and the level of assurance they provide. It was suggested that the bar chart on page 7 showing the Tenancy Related Enquiries received could be presented in a different format so that the total numbers of each category could be clearly seen.	WW/FS/SF
23/08/23	It was queried that the PEMB report showed that six void properties were relet in the calendar year (2022) however the PCH report, across Quarters 1-3 of the financial year 2022-23, it showed that 7 properties were relet. This will be investigated further.	WW/FS/SF
24/08/23	In 2022, the repairs completion rate of 92% shown within the PEMB report was below the target of 99% and is partly due to ongoing staff shortages which is being addressed. It was identified that the repairs completion rate shown in the PCH report in Quarter 4 for both 2022-23 and 2021-22 dropped to 95.51%. Further explanation was given that there are two maintenance staff members who are contracted for 30 hours a week between them. Qualified contractors are also used to undertake any specialist work such as electrical works.	
25/08/23	One of the main recommendations made from the Board Review conducted by Zebra was for a Board members handbook to be written with updated policies and procedures. This has been completed and five new resident Board members have been appointed. In addition, training has been provided to the Board which PCH staff also attended and positive feedback was received.	
26/08/23	The Customer Focus Committee noted the Estate Management Board annual report.	
27/08/23	<i>FS, SF and WW left the meeting and DC joined the meeting at 10:52am</i>	
10	Void Letting Standard	
28/08/23	MW, Interim Head of Asset Management, presented the Void Letting Standard report to the Committee for approval.	

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	<p>The standard has been reviewed for a number of reasons including reducing the void turnaround period, thereby allowing customers to move into their new home quicker, offering more choice in decoration and ensuring cost effectiveness of works carried out. Further reviews are taking place around garden standards.</p> <p>The main amendments to the letting standard are:</p> <ul style="list-style-type: none"> • Decoration works – in future PCH will issue decoration packs to new tenants so that they can decorate their new home in the colour and style of their choosing • Fencing – will be replaced with a standard style metal or alternate material if appropriate rather than specially manufactured PCH style metal fencing • Repair rather than replace – PCH currently often replace damaged items rather than repairing them. In future if it is cost effective to repair a fixture within the void, PCH will do so rather than replace it. • Flooring – PCH currently replace flooring which is marked, in future more effort will be made to clean the flooring. If it is damaged or a trip hazard it will of course continue to be repaired or replaced. • Kitchen Cupboard Doors – If a cupboard door needs replacing but the supplier does not continue to manufacture that colour, PCH renew the kitchen, even though the remainder of the kitchen units may be in good condition. In future PCH would only replace the defective door with a close match in colour and style. <p>PCH will continue to ensure that the property will only be relet if it is compliant with HHSRS (Housing Health and Safety Rating System) standards.</p>	
29/08/23	<i>TN left the meeting at 11:00am</i>	
30/08/23	<p>As a result of questions and discussions the following was clarified:</p> <p>It was confirmed that decoration packs are provided by other housing providers across the sector and a pilot scheme offering the packs to PCH residents was received positively.</p>	
31/08/23	<p>It is built into the process that customers who present as vulnerable may need additional support. A level of discretion will be given to the lettings team, following escalation to managers in such cases and for example if PCH have a hard to let property, some level of relaxation of the void standards may need to be applied.</p>	
32/08/23	<p>The Voids Team have their own surveyors who will be undertaking the assessment of property conditions to ensure consistency and adherence to the standard. Training on the standard will be rolled out following approval from the Committee. This will include photographs of acceptable and unacceptable conditions for each property type such as flats, houses and bungalows, which will be used as a guide to assist staff. The Committee asked to see an example of the photographs used within the training material when available.</p>	MW/DC

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33/08/23	It was enquired if all kitchen cupboard doors and drawers could be replaced to ensure matching in design and colour, but the cupboard carcasses be retained to keep costs down. Cupboard carcasses are standard sizes therefore replacing cupboard doors would be straight forward however the fixings on drawers may not be compatible.	
34/08/23	Resident satisfaction will be monitored to ensure the levels of discretion used in accordance with the renewed Void Letting Standard are appropriate. The Committee requested that this information is reported back at its meeting in February 2024, to allow 6 months for the Standard to embed. An update on how working to the Standard is progressing and the impact this has had on cost efficiencies should also be included.	MW/DC
35/08/23	At present PCH also carry out environmental works by replacing poor paths and hardstanding areas. Going forward, wherever possible, practical repairs will be carried out instead of replacing whole areas. All trip hazards will be rectified but no additional work will be raised and works will be kept to a minimum. The Committee were assured that external areas of a property will be made clean and safe and satisfaction levels will also be monitored.	
36/08/23	As PCH will be undertaking less void works such as painting, the resource will be utilised elsewhere in the organisation such as Damp and Mould cases.	
37/08/23	Consultation with residents did not take place as the Standard is returning to working practices PCH followed before the Covid pandemic. The pilot scheme was also positively received. It was suggested that the reviewed Standard is promoted and communicated so that resident expectations can be managed going forward. Should any resident feedback be received this would be incorporated into the monitoring of customer satisfaction levels.	MW/DC/MO
38/08/23	Appendix 1 displayed a checklist to the Committee detailing what a resident should expect when moving into their home. It also detailed the condition that a property should be left in prior to moving out which is the responsibility of the outgoing resident. In accordance with the Recharge Policy, if this is not adhered to, the outgoing resident will be recharged for the works carried out by PCH to bring the property to the acceptable standard.	
39/08/23	The Customer Focus Committee approved the revised Void Letting Standard.	
11	Annual New Build Resident Feedback Report	
40/08/23	EWT, Programme Officer, presented the Annual New Build Resident Feedback Report to the Committee for monitoring. PCH continues to lead on new build resident feedback with a range of other local housing providers. Previous analysis of resident feedback has led to numerous improvements to design requirements. This year results have been received from	

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43/08/23	The Committee were informed that Section 106 (S106) projects or planning obligations are agreements made between local authorities and developers that 20-30% of a building project is ring-fenced to provide affordable homes. Housing Associations will then bid on being providers of these homes. Housing Associations can attempt to influence the design specifications of S106 projects however this is the decision of the developer. Non-Section 106 projects are when land is owned, and the owners (i.e. the Housing Association) can specify the design which developers can tender for.	
44/08/23	Residents are able to attend an annual Resident Design Conference where feedback on new build design and specifications are gathered. This Annual New Build Resident Feedback Report is also presented to the Development Committee ahead of the Customer Focus Committee to assess what improvements need to be made in terms of development projects going forward.	
45/08/23	The Customer Focus Committee noted the Annual New Build Resident Feedback Report.	
46/08/23	<i>EWT left the meeting at 11:33am</i>	
12	Damp and Mould Update	
47/08/23	<p>DC, Interim Head of Repairs, presented the Damp and Mould Update to the Committee for monitoring.</p> <p>The report focussed on the management of damp and mould issues in properties owned by PCH and outlined the policy and monitoring and reporting mechanisms used to track progress.</p> <p>Key points from the report were as follows:</p> <ul style="list-style-type: none"> • Different types of damp and mould commonly encountered in PCH properties were summarised, including External Penetrating Damp, Rising Damp, Internal Leaks, and Condensation/Mould Growth. Understanding these types is crucial for effective remediation. • PCH has a comprehensive policy to address damp, condensation, and mould issues. The key points of the policy include a zero-tolerance approach towards damp, staff training and awareness programs, prompt response to reports, understanding the housing stock, and investing in asset management programs to improve thermal comfort. • PCH actively provides information and advice to residents on preventing and managing condensation in their homes. Additionally, the organisation offers support to tenants who struggle to afford heating, including benefit checks and advice on making claims. • PCH adopts a proactive approach to damp and condensation issues by using a risk-based strategy. This involves anticipating and prioritising interventions based on data analysis and reports of damp problems. 	

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	<ul style="list-style-type: none"> A weekly dashboard is prepared, containing information on enquiries received from tenants, completed inspections, open appointments, and actions taken. The dashboard provides 12-month trends to track progress effectively. It is overseen by the Damp and Disrepair Manager and reviewed weekly by the Executive Management Team. <p>In conclusion, the report emphasised PCH's commitment to addressing damp and mould problems promptly and efficiently. The organisation's policy, training programs, and proactive approach to ensure that tenants' well-being and the quality of housing stock remain a priority. Regular monitoring and feedback from customers play a vital role in shaping the ongoing efforts to enhance the approach to damp and mould management.</p>	
48/08/23	<p>As a result of questions and discussions the following was clarified:</p> <p>It was suggested that the numbering of the vertical axis of the graphs (Number of Inspections Raised per Month/Number of Completed Damp Inspections per Month) on the Damp and Mould Dashboard should be consistent to clearly show progression.</p>	DC
49/08/23	<p>In May 2023, the number of completed inspections increased which would be attributable to a rolling backlog of damp and mould cases following the national and PCH's own campaign to report instances of damp and mould. In January 2023, there was an increase in the number of inspections raised and a dedicated team have been created to manage the workload.</p>	
50/08/23	<p>Currently the Average number of Calendar days to Appointment from Raised Date for Open Appointments is 12.32 days. An appointment for a survey is offered to a resident within the first week of reporting damp and mould however, arranging an appointment is dependent on a resident's availability.</p>	
51/08/23	<p>Anyone can raise a report of damp and mould. All staff visiting PCH properties are being trained on how to recognise instances of damp and mould and a video has been created to provide guidance. A vulnerability assessment will also be completed for residents that may require decanting from the property should major works be necessary.</p>	
52/08/23	<p>To better understand the process, the Committee have requested two case studies be included in the next update showing from when damp and mould was reported to PCH to when it was resolved.</p>	
53/08/23	<p>The Customer Focus Committee noted the Damp and Mould Update.</p>	
13	<p>Digital Customer Communications Update</p>	
54/08/23	<p>MO, Head of Communications and Marketing, presented the Digital Customer Communications Update to the Committee for monitoring.</p>	

PCH is committed to developing and improving its digital resources to meet the objectives of the current Communications Strategy, as well as the Strategic Business Plan, and delivering on PCH's aim to be 'digital by design, access by choice'.

The report provided an update to the Committee about PCH's performance in Quarter 1 2023-24 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 effectively engage with its customers in ways that are best suited to their needs, abilities, and resources.

The digital communications analytics (Appendix A) were presented for Quarter 1 which showed the number of active MyPCH accounts reached 8,609 by the end of June 2023, an increase of 237 new accounts. This means 61% of all tenants now have active MyPCH accounts. 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.

Other analytics shown for Quarter 1 were:

- 17,436 rent statement views
- More residents elected to pay their rent through their MyPCH account this quarter, with 9,391 online clicks from the portal through to the Capita payment site up from 4,766 last quarter
- 1,713 repairs were reported through MyPCH of the 20,465 overall repairs reported for the quarter
- 34% of customer contact was digital, which equates to 16,616 digital contacts through email, webchat, webforms and social media

The Committee were also informed that the new website has been performing well since it launched in April 2023. Improvements and updates to the site continue to be made as needed to ensure it is optimised and working effectively, with feedback from both residents and staff being gathered and acted upon where appropriate.

New functionality that has been added to the website this quarter, or is in the process of being added includes, adding Leasehold officers to the Find My Housing Officer feature, upgrades to the garages map function and making the search function easier for documents and policies.

During the last quarter, the contract with the original supplier to enhance the MyPCH portal was rescinded, and a new supplier was sourced. A thorough period of discovery and research was carried out by the Communications and Digital & IT teams to ensure the new supplier would be able to deliver a resident portal to meet our requirements. Work then got underway in July with workshops and planning sessions held. It is anticipated the main portal structure will be built and integrated to PCH systems by late autumn, with the applications section able to go live by

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	<p>December 2023. The repairs booking function will follow in spring 2024 once the new Total Connect system for repairs has been introduced.</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>	
55/08/23	<p>As a result of questions and discussions the following was clarified:</p> <p>The graph displaying payment channels on the digital dashboard appears at a glance to show that there has been more than the 1% decrease in Quarter 1 2023/24 from Quarter 4 2022/23 as reported. It was explained within the report that this is largely due to a switch to Google Analytics 4 (GA4), which collates a far more accurate data analysis of online engagements. In next Quarter's report the data analysis will be consistent with the previous Quarter.</p>	
56/08/23	<p>Further promotion of the MyPCH Portal will take place once the new portal is fully operational. The current portal does not offer any functionality to book a repair. The new portal will link directly to the Total Connect, repairs management service which enable residents to book, manage, cancel and track repairs. It is anticipated that this will be completed by Spring 2024 and this additional functionality will encourage more residents to sign up to the portal.</p>	
57/08/23	<p>Negative feedback related to the Garages webpage was received as mobile users were finding it difficult to add garages to their application. As a result, the website developer was asked to add more tracking to the page to help diagnose where the issue was, and amendments are being made so it is more user friendly on a mobile. The Garages map functionality has also been improved.</p>	
58/08/23	<p>The Customer Focus Committee noted the Digital Customer Communications Update.</p>	
14	<p>Asset Management Q1 Performance Update</p>	
59/08/23	<p>MW, Interim Head of Asset Management, presented the Asset Management Quarter 1 Performance Update to the Committee for monitoring.</p> <p>The report summarised the work completed by the Asset Management Team in Quarter 1 2023/24. 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.</p> <p>Over the past quarter the achievements have been:</p>	

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	<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 562 homes • Roof replacements of single dwellings at 38 properties • Planned maintenance customer satisfaction 100% <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 been undertaken. Recruitment to the new structure has commenced, with successful appointment to a number of roles, which will add capacity to support the performance improvement PCH are seeking around repairs, voids and major works.</p>	
60/08/23	<p>As a result of questions and discussions the following was clarified:</p> <p>The Wave 2 Social Housing Decarbonisation Funding (SHDF) of £5.6M has been secured to support energy improvement works to 600 properties that have an EPC (Energy Performance Certificate) lower than C. Properties that would benefit from loft insulation or draught proofing would also be included to assist residents in terms of fuel poverty.</p>	
61/08/23	<p>A pilot to initially undertake the energy improvement works on a number of properties depending on archetype and geographical location has been proposed to understand the work involved. This is following lessons learned from another housing provider whose costs unexpectedly escalated. PCH are required to fund 50-80% of the works so it is essential that there is availability of capital funding for the programme.</p>	
62/08/23	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	
63/08/23	<p>The Customer Focus Committee noted the Asset Management Q1 Performance Update.</p>	
64/08/23	<p><i>MW and DC left the meeting at 11:58am</i></p>	
15	<p>Performance Update</p>	
65/08/23	<p>CE, Head of Strategy, Performance and Policy, presented the Performance Report to the Committee for monitoring.</p>	

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	<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 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"> • 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 urgent repair priority has been implemented for Quarter 1. The year-to-date performance for end of June 2023 was 85.57% completed on time for the target 3 days. Urgent repairs in the month of June 2023 accounted for just under 5% of all our responsive repairs. • The number of properties without a valid gas safety certificate at the end of June 2023 is 14, one property where the tenant is in prison and access is being pursued. The other 13 properties are either completed or had appointments in July 2023. This number includes 10 of the recently acquired Hillcrest Close properties. • The current rent arrears performance at the end of June 2023 was within target at 1.56%. It is usual that the reported figure increases after the rent-free week at the end of the financial year, and over the summer, which then recovers later in the year. • There were no evictions for rent arrears in the quarter. The 2023-24 Financial Support Fund is going well – so far this year we have allocated sums to 89 people, totalling £22,500 against the budget of £250k, for items such as food vouchers or emergency white goods. • The average cumulative routine re-letting time for Quarter 1 was 37.98 albeit still 2nd quartile in HouseMark benchmarking, our overall routine turnaround time has declined this quarter. The voids action plan has commenced and is progressing area enhancements that we will continue to review and improve overall performance. <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>	
66/08/23	<p>As a result of questions and discussions the following was clarified:</p> <p>It was explained that every quarter 250 residents are surveyed in respect of the Tenant Satisfaction Measures. This means that each year 1000 residents will be surveyed to be representative.</p>	
67/08/23	<p>The Quarter 1 Value provided within the note column of the table is the results for the Quarter only. The figures displayed within the table under March 2023 and</p>	

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	<p>June 2023 are the cumulative annualised figure including the previous three quarters.</p>	
68/08/23	<p>The Committee were advised that the format of the report is being reviewed. The Committee agreed that both the quarterly and annualised data is necessary to monitor performance effectively however an annotation explaining how the information is displayed would be helpful.</p>	CE
69/08/23	<p>Tenant Perception 11 - Proportion of tenants satisfied with PCH's approach to complaints handling, the Quarter 1 Value was 48.78%, with a cumulative figure of 62.97%. The cumulative figure will include data from a previous question set from the Regulator of Social Housing as previously all residents were asked for their feedback on the complaints handling process regardless of whether the resident had made a complaint or not. In November 2022, the Regulator specified that only residents who had made a complaint could be asked for their feedback on this question. As a result, approximately only 50 residents could be asked out of the 250 surveys.</p>	
70/08/23	<p>The Committee were reminded that as well as the Tenant Satisfaction Measures, PCH have their own internal procedures to measure customer satisfaction which are reported to the Committee every 6 months in the Complaint Follow Up Report.</p>	
71/08/23	<p>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 training on understanding this data could be delivered to CFC members to assist when reviewing future reports.</p>	AEJ/CE/LR
72/08/23	<p>CH02 Complaints responded to within Complaint Handling Code timescales - Stage One, the Year to Date figure was that 2 complaints went out of timescale. It was confirmed that further information on this would be circulated to the Committee outside of the meeting. The Committee were reminded that this information would also be included in the Complaints Report due to be reported in November 2023.</p>	AEJ
73/08/23	<p>The 'Any Day Lettings' project is in progress and the plan is to trial two live cases to monitor progress from offer to sign-up. The trial is to be concluded in August 2023. The Committee have requested feedback on the trial to be included in the next report.</p>	CE
74/08/23	<p>The 'percentage of routine repairs completed within published timeframe (in-month)' figure for June 2023 decreased to 82.06%. It was explained that this would be due to a slight increase in repairs being reported and is aligned with the current voids process. PCH have identified further areas to work on such as reducing lost time through travel and optimising repair scheduling more generally. This should reduce the amount of repairs being passed to contractors and bring more in house, which would also result in a cost saving. Alongside this, PCH are working on an upgrade to the current repairs management system known as Service Connect which will provide more control on planning works as the system drives the scheduling in line with job priority, operative skills, and their location. The</p>	CE

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75/08/23	<p>Committee requested a progress update on the upgrade of the repairs management system in the next report.</p> <p>Committee members were assured that the PCH Board are also monitoring the legionella and passenger lift building safety measures and have expressed concern as a result of the performance figures reported in June 2023.</p>	
76/08/23	<p>The Customer Focus Committee noted the Performance Update.</p>	
16	Social Value Reporting	
77/08/23	<p>Due to the Head of Strategic Procurement being absent from the meeting to present the Social Value Reporting update for monitoring, the Committee were invited to ask questions in advance.</p> <p>Social value performance is measured by determining what proportion of strategic contracts have social value commitments and of those which have defined them clearly and delivered on their commitments. Monitoring is business as usual through the contract managers and KPI reports.</p> <p>Since the departure of the previous Head of Strategic Procurement in December 2022 monitoring of Social Value processes have declined. The process is highly dependent upon contract managers providing detail in monthly KPI reports. The procurement group are now working on improving monitoring practices and processes so that the capture and reporting of data relating to Social Value is resumed.</p> <p>The financial resources currently available to support grant applications from the Social Fund is £51,200.73 (May 2023).</p> <p>Since the last report to the PCH Board in November 2022 there have been financial donations of £50,526.00 and grants of £7,259.52, this includes £918.00 for the Beacon Christmas event.</p>	
78/08/23	<p>The questions raised in advance of the meeting along with the answers provided which were circulated to the Committee were:</p> <p><i>It would be good to have the breakdown of the number of residents who requested emergency aid in the last year/ quarter and decisions made by the Panel. Did any other vulnerabilities have been identified and further support offered to any resident?</i></p> <p>Graham Rothwell, Head of Strategic Procurement - Since 01/08/2022, there have been 37 applications for grants from the social fund. All of these have been approved, although one of these applications was approved in part, and another was caveated with changing the appliance requested from gas to electrical supply source due to safety reasons.</p>	

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79/08/23	<p>In the first quarter 2023 (April 1 – June 30) there have been 12 applications, all of which have been approved.</p> <p><i>The lessons learned and recommendations from the Scrutiny process around contractors highlights the fact that contractors are required to meet PCH ethical and social Value policies and to meet our customers standards. In order to triangulate this ongoing approach across PCH, can we ensure that this essential part is captured within the future Social Value reports?</i></p> <p>Graham Rothwell, Head of Strategic Procurement - This will need further discussion amongst Senior and Executive Management Teams as to how we should approach this. Currently supplier/contractor management is vested in the departmental manager who raises an order with that contractor. Contracts do provide for regular supplier meetings where performance and compliance should be monitored, but records are held within operational departments rather than at a central point, therefore collation of data is difficult at present.</p> <p>We would need to put a process in place to ensure data is captured in one central location as across departments.</p>	
80/08/23	The Customer Focus Committee noted the Social Value Reporting.	
17	Forward Plan	
81/08/23	The Forward Plan was reviewed by the Committee which detailed reports that were due to be presented at meetings in 2023.	
82/08/23	The Customer Focus Committee noted the Forward Plan.	
18	Date of Next Meeting	
83/08/23	<p>The next Customer Focus Committee meeting is scheduled for Friday 3rd November 2023.</p> <p>Committee members and attendees were thanked for joining the meeting.</p>	
84/08/23	<i>The meeting ended at 12:16pm</i>	

Name Lavinia Porfir

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Signature

Date 03/11/2023



Certified as a true copy

Lucy Rickson, Head of Governance

Date 03/11/2023