



Customer Scrutiny Panel Meeting Minutes
Date: Wednesday 5th October 2011
Time: 10am – 1pm
Venue: The Hub Club

Attendees

Chris Towner	CT	Customer
Tony Waddington	TW	Customer
Maggie Mullen	MM	Customer
Sue Roberts	SR	Customer
Norman Robins	NR	Customer
Kate Williams	KW	Customer
Wendy Kirkpatrick	WK	Customer
Sue Shepherd	SS	Observer
Key Brown	KB	Head of Housing Services
Mark England	ME	Head of Technical Services
Dave Wingham	DW	Director of Corporate Services
Claire Reeves	CR	Neighbourhood & Involvement Manager
Liz Bracelin	LB	Neighbourhood & Involvement Facilitator
Julian Rowe	JR	Neighbourhood & Involvement Facilitator
Apologies		
Louise Beard		Director of Housing & Support

Item	Action
1. Arrival – Tea and Coffee	
2. Welcome and Apologies Julian was introduced to the group and sat in on the meeting	
3. Minutes from the last meeting	
3.1 Minutes approved by group	
4. Best Value Review	
4.1 ME advised that a report has now been developed for the Executive Team and there are some financial implications to be considered. The Best Value Group will be asked to meet again to sign off the report and then it will be submitted to CSP for final approval at their next meeting	
ME left the meeting	
5. Repairs and Maintenance Customer Satisfaction Surveying Scrutiny	
5.1 <u>The CSP considered the feedback from the survey carried out at the Customer Away Day:</u>	
The first question asked was: Have you had a repair or maintenance work carried out by Coastline or a Coastline contractor to your home in the last 6 months?	
CR confirmed that there were 79 respondents in total	
Good piece of scrutiny and demonstrates that 80% of respondents had a	

repair in the 6 month period
KW said that people who don't read their mail would not have responded to invitation so their views not captured
CT stated over 1000 people had applied for the Away Day so good representation 79 random respondents

The second question asked was: If yes did you complete a customer satisfaction survey?

85% said yes but not reflected in return rate currently evidenced by survey results so there's a question for the CSP to examine further as there is quite a discrepancy **CSP**

The third question asked was: If you didn't complete a survey what was the reason?

Worrying that

22% felt it wouldn't make a difference

7% didn't want to complain

TW suggested operatives should be trained to ensure they request the survey be completed and returned

It was suggested someone from CSP attended a Tool Box Talk to investigate

SR suggested article in Coastlines magazine to encourage people and stress how important it is. It was agreed that the Customer Satisfaction Survey Action Team and Editorial Action Team would arrange an article for Coastlines.

The fourth question asked was: Which of the following would encourage you to fill in a survey?

The survey results are a definite step forward for the scrutiny exercise and prompt actions which can be taken to try and improve return rate e.g. promoting value of completing survey, prize draw, operative training, feedback in Coastlines on results, needs to be highlighted to customers that once PDA survey is sent the operative cannot recall the information and will not know what was written

CR update on latest Coastlines which is coming out soon – feedback on Away Day very generic because near to deadline the consultation results will be published in the next edition. **ALL**

TW requested use of pastel colours in article

5.2 Up to date Customer Satisfaction Analysis Data

The CSP reviewed the results up to September 2011 but some information is missing. The CSP requested that the information be completed and reported at the next meeting. **James Kidd/Mark Reed**

KB encouraged the group to request further info to help them drill down into info to ensure that they can complete the scrutiny effectively.

The CSP requested information on the number of jobs completed in the period, and whether survey completed by PDA or paper.

Maria to be thanked for work so far and CR to take request back **CR**

5.3 Review scope from last meeting

The CSP reviewed the scope developed at the last meeting.

It was agreed that CT & LB would work together to ensure the scrutiny notice letters were all sent by 20/11.

It was confirmed that the Action Team was due to meet shortly and was being co-ordinated by Maria who will be inviting people to a meeting this month

It was agreed that CT & MM would be invited to attend first meeting of the Action Team as members of the CSP

Liz to prepare questions from CSP for Action Team

**Maria
LB**

6. **Comfort Break**

7. **Targeted Recruitment for CSP**

7.1 Sue Shepherd would like to stand for the CSP. The interview to take place before next CSP meeting at 12.30

KB stressed to CSP that they are the regulators of Coastline now and managers are accountable to the Panel.

CR updated that we had been approached by TPAS as we are an accredited landlord and given the opportunity to take part in pilot project with them about the development of Customer Panels.

SR advised that she had just completed an on line training course through TPAS on scrutiny.

The CSP requested CR to express their interest in being part of the pilot

CR

The maximum number of customers who can sit on CSP is 8 under the Terms of Reference

The CSP discussed a recruitment strategy to target people not presently involved and expanding membership and representation and to consider succession planning for the future.

CSP

LB suggested a big article in Coastlines magazine promoting the achievements of the Panel to date, and to include the roles requirements, and the importance of co-regulation. This could also be sent to individuals identified

CR/CSP

Next issue Jan so measure response and hold open afternoon to showcase the CSP in Feb/March.

9 **Reports**

9.1 CT noted that he is very impressed by Sounding Boards, energy, confidence, purposefulness and wants to compliment them all

Neighbourhood & Community

CT questioned why ASB not on PIP. CR responded that it is but slightly altered.

It was noted that the progress on parking issues is encouraging

Home

No comments were made

Tenancy

The Community Payback Scheme was noted. The CSP were very

supportive of Coastline getting involved. CR updated that once presentation given to all SBs an Action Team will be formed from all the SBs to investigate fully and report back

Involvement & Empowerment

It was noted that under AOB a clash of meetings was raised. There was an issue as stated but NITs work very hard to avoid it but sometimes when new ATs formed. CSP accept that its inevitable on occasion

SKAP

July – no queries

August 4.1 CSP asked have authority to flag issues to Board as a matter for concern without full investigation being carried out. Agreed that the Board want solutions not problems so would be better to flag issues that CSP will be looking at in future

Trengrouse Way issue now resolved

TAP & MAP

The group have had some amazing results over the past 12 months and gone from strength to strength

10 **Update on Customer Sounding Board Wheel**

10.1 CR updated that wheel will be in with Chairman's chat in the next issue of Coastlines

11 **CSP Website Information**

CSP page needs updating including new photo

Do CSP want to contribute any items to site? Discussion deferred to next meeting and asked everyone to have a look in the meantime and think how it can be improved

ALL

12 **Performance Information & Service Improvement Plan**

DW joined meeting to discuss performance

Highlights for august

Sickness levels down to 5-6 days per person per year which is lower than national average of 8

Responsive Repairs routine on 99%

Gas servicing continues at 100%

Contact Centre First Time Fixes 88%

Rent loss through vacancies 0.2%

Exception Report

KB explained exceptions in particular garages and there has been an Action Plan developed

Why different targets for letter and e-mails? 92% and 98% and maybe bring together for 2012/13 targets

Email info can only be monitored if e-mails go via Customer Services where it can be logged and monitored

CT asked about diversity info – 90% of people have now responded to questionnaire but not necessarily completed all of the questions which affects the amount of information held under each diversity characteristic.

He also asked why average payment process time has risen even though it remains within 30 days. It is important to Coastline that we support local businesses by ensuring payment ASAP. If there is an issue the Scrutiny

Panel have the authority to investigate

DW told group that performance targets would be set by Board but with recommendations from CSP.

13 Meeting dates for next year

CR has prepared dates for 2012 in line with Board date meetings.
The CSP agreed the meeting dates for 2012.

14 Report to Board

It was agreed that the following would be included in the Board report:

CT

Confirmation of investigation and update including timeline and formal notification given
Targeted recruitment Action Plan & pilot
BV review progress
Flag items for future investigation ie garage management

15 Next meeting

Wednesday 7th December 1 -4pm, board Room