

Agenda Item

Confidential

Coastline Housing Limited – Board meeting – 22<sup>nd</sup> September 2011

CUSTOMER SCRUTINY PANEL

Executive Summary

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- A. The Customer Scrutiny Panel (CSP) developed a scrutiny template and flow chart to assist in framing scrutiny work undertaken.
- B. The CSP commissioned the Home Sounding Board Action Team to undertake investigation into Customer Satisfaction Survey return rates.
- C. The CSP developed consultation to be carried out at the Customer Away Day to inform their scrutiny of Customer Satisfaction Survey return rates.
- D. The CSP complimented Coastline on the current performance levels.
- E. There are no financial implications arising from this report.

Recommendations

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**IT IS RECOMMENDED THAT THE BOARD notes the contents of this report.**

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**Customer Scrutiny Panel Report to Board**  
**22<sup>nd</sup> September 2011**

**1. Scrutiny Template and Flow Chart**

- 1.1. The Scrutiny Panel (CSP) worked in Partnership with staff to develop a detailed scrutiny process template. To complement this, the Panel developed a scrutiny flow chart to ensure ease of use. Both the template and flow chart may be found in Appendices 1 and 2.

**2. Customer Satisfaction Survey Scrutiny**

- 2.1. The CSP developed a scrutiny plan to examine the problem of arriving at a satisfactory return rate of Customer Satisfaction forms. Details of questions the panel would like to be approached by the Home Sounding Board Action Team (which is preparing to make a study of the issue) were developed.
- 2.2. It was decided that the Customer Away Day at Paradise Park would be a suitable occasion for securing customer consultation surrounding the question of satisfaction forms. The Panel settled on suitable questions which customers would be asked.

**3. Best Value Review**

- 3.1. Mark England (ME) reported that the Best Value (BV) Team have completed their study of a proposed handyman scheme. The report is currently being finalised and the recommendations from the BV team to set up a pilot scheme will be put to the Executive Team and considered in the budget planning process for 2012/13. Louise Beard added that the BV project had been a large undertaking, and that a similar project might only be engaged in every one or two years.
- 3.2. The scrutiny panel enquired about the practicality of such an extended study. It was pointed out that the handyman scheme was a customer priority and the study was a customer-driven success.

**4. Chairman's Chat**

- 4.1. It was decided that the regular article by the Scrutiny Panel Chairman in CoastLines would refer to customer satisfaction survey returns, including a reference to the question of PDA versus paper returns.
- 4.2. The Scrutiny Panel wants to ensure that customers can access the Sounding Boards, and other means by which they might address Coastline Housing. Claire Reeves has produced a diagram which will be included in the Chairman's article in CoastLines which clarifies means by which they might do so. The diagram may be

found in Appendix 3.

## **5. Performance Report**

5.1. Louise Beard reported that the performance indicators were the best ever. The Scrutiny Panel offered its congratulations to Coastline.

## **6. Issues**

6.1. No issues to report

Chris Towner  
27<sup>th</sup> August 2011