

Agenda Item

Confidential

Coastline Housing Limited – Board meeting – 24<sup>th</sup> November 2011

CUSTOMER SCRUTINY PANEL

Executive Summary

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- A. The Customer Scrutiny Panel (CSP) complimented the Sounding Boards and Area Panels on their work.
- B. The CSP commissioned the Home Sounding Board Action Team to undertake investigation into Customer Satisfaction Survey return rates and discussed the results of the Customer Away Day consultation undertaken.
- C. The CSP received an update on the Best Value Review and will be receiving a further report on this at the next meeting.
- D. The CSP are currently working on a recruitment strategy for new members
- 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**  
**24<sup>th</sup> November 2011**

**1. Sounding Boards**

1.1 The Customer Scrutiny Panel (CSP) notes that the strengths of Sounding Boards (SBs) and Area Panels are evident in their energy, confidence and purposefulness, and have offered their compliments.

**2. Repairs and Maintenance Customer Satisfaction Surveying Scrutiny**

2.1 The Home SB Action Team has been commissioned to make a study of various issues identified by the CSP, which was informed that they would meet shortly and get their part of the scrutiny under way.

2.2 The CSP undertook a consultation at the Customer Away Day, which proved both successful and instructive. The CSP concluded that there had been a sufficient number of responses to arrive at some conclusions. Many said that they had repairs effected in the last 6 months, and some 85% said that they had filled in a satisfaction survey. However, this unfortunately does not correspond to CHL's figures of satisfaction rates of between 30% and 40%.

2.3 Also, of those who had not filled in a survey form 22% said they had not done so because they had not believed it would make a difference. 7% said that they did not want to complain, and a small number said that they would never fill in a satisfaction form anyway. The CSP concluded that although there were areas in which progress could be made, for some customers resistance is firmly embedded.

**3. Best Value Review**

3.1 Best Value Group (Handyman Scheme). A report has now been developed for the attention of the Executive Team, notably its financial implications, then the Best Value Group will meet again to sign off the report which will be submitted to CSP for final approval and recommendation at their next meeting. The next stage of development will be to invite selected contractors to consider the scheme.

**4. CSP Recruitment**

4.1 The CSP recognises a need to recruit new members. To this end the CSP slot in Coastlines will review its successes to date, and describe its role with respect to Coastline Housing Limited (CHL), especially drawing attention to its regulatory functions. An open afternoon in February or March is planned.

**5. Potential Future Scrutiny - issues**

5.1 Further scrutiny processes. The CSP have noted problems associated with garage tenancy, and the CSP will be seeking a report from staff on several issues. An update will be included in the next report.

Chris Towner  
26<sup>th</sup> October 2011