



Customer Scrutiny Panel Meeting Minutes
Date: Monday 4th April 2011
Time: 1:00pm
Venue: The Board Room

Attendees

Chris Towner	Customer
Kelvin Lightfoot	Customer
Tony Waddington	Customer
Maggie Mullen	Customer
Sue Roberts	Customer
Norman Robins	Customer
Nicki Highton	Neighbourhood & Involvement Facilitator
Claire Reeves	Neighbourhood & Involvement Manager
Kevin Brown	Head of Housing Services
Louise Beard	Director of Housing and Support
Mark England	Head of Technical Services
Apologies	
Wendy Kirkpatrick	Customer
Kate Williams	Customer

Item

Action

1. **Arrival – Tea and Coffee**
2. **Welcome and Apologies**
- 2.1 Chris welcomed the panel and stated apologies. Sue stated she needed to leave at 3pm.
3. **Report from last meeting**
- 3.1 Margaret commented on the minutes as Chris was not in attendance at the last meeting.

The presentation on the maintenance budget was explained to the group really well and the group feel confident to scrutinise this in future.

Footwear not being worn by Coastline Services Ltd (CSL) and contractor operatives. Kelvin updated that although CSL have been retrained to wear foot covers this had not happened and workmen have stated they do not have the covers in their vans. To be followed up and monitored.

Code of conduct can we change under 'conduct of meeting' the following statement

'make every effort to attend meetings, but if unable to attend are asked to ensure that their apologies are forwarded to the Chair **and** Vice Chair of the Panel in good time;' to

'make every effort to attend meetings, but if unable to attend are asked to ensure that their apologies are forwarded to the Chair **or** Vice Chair of the Panel in good time;'

The Panel agreed to sign up to the Code of Conduct with this minor amendment.

The minutes agreed as a true and accurate record.

4. **Scrutiny Training Feedback – Customer Scrutiny Panel (CS Panel)**

4.1 The panel reviewed the Scrutiny Training which had taken place on the 23rd March. Comments included:

- The training reinforced the difference between monitoring and scrutiny
- The panel felt it would be useful to hold a scrutiny workshop meeting to take scrutiny forward after the training – The 16th May 2011 was agreed
- Scrutiny within CSL was discussed. Customer satisfaction within CSL was suggested as an initial narrow area to scrutinise. One of the triggers being there has been low satisfaction returns in this area. Claire to frame together an agenda for the scrutiny workshop.
- Where does Coastline Care fit into the involvement structure. All direct housing services will come under Coastline Housing Ltd (CHL) and all funded care areas of the business will come under Coastline Care Limited (CCL). CCL are to implement an involvement structure which will feed directly into CHL's involvement structure. David Roulston, Head of Care and Support has asked to attend the next meeting to observe the panel and understand its remit. David to be invited to attend the meeting

CR

NH

5. **Affordable Rents – Louise Beard**

5.1 **Housing benefit and tenure reform – future strategy**

Louise presented to the panel:

Louise stated that an affordable rent programme had been introduced by the government – affordable rent is a rent set between a social housing rent and a full private market housing rent. CHL rent is about 60% of private housing rent whereas affordable rent would be 80%.

To enable CHL to build new houses in line with demand CHL must put together a 4 year plan to the Homes and Communities Agency (HCA) to get grant of £20,000 per house. This is a reduction on previous years grant funding per property. Previously we could obtain up to £70,000 per property.

Housing Services Managers attended an away day to look at a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis for dealing with the affordable rents programme. The outcomes being:

Aims of the new programme are to:

- Meet housing need at local level
- Provide more flexible offers for social housing tenants
- Ensure that public funds are properly and effectively spent and
- Maximise delivery of new affordable housing supply

This new programme will come into effect for customers from July 2011.

Some tenancies for life will still be available for vulnerable people and there will be fixed term tenancies which will be in line with market rents. A proportion of voids will also be re-let as affordable rent.

The group also drafted an affordable rents strategy at the away day. This includes a customer consultation plan with a detailed action plan for consultation, working in partnership with customers, stakeholders, councils, lenders and

building partners.

The final detailed plan will be submitted to the HCA. This will include:

- 4 year development plan
- Action plan
- Consultation plan
- Financial plan

The plan will be finalised in May 2011.

Michelle to attend June CSP meeting to update the outcomes of the final plan **MF**

Louise to update on the welfare and reform government changes at the June CS Panel meeting **LB**

A discussion ensued and the panel look forward to further updates.

6. Reports – CS Panel

6.1 Chris commented that although the Sounding Boards (SB's) are only in their infancy the reports are showing really good outcomes and the whole structure looks a lot more professional and it will be a very effective process.

Chris was concerned that SB's were not aware that they are in fact triggers for the CS Panel to investigate scrutiny.

Claire stated that monthly meetings are being held with staff team leaders to reinforce the importance of the correct information being fed into the reports for the CS Panel. Customer chairs are being put in place and training is being identified and plans in place for training to be delivered as soon as possible.

CS Panel were not sure that all involved customers are aware of the scrutiny role of the CS Panel and it was suggested that the panel have a slot at the next 6 monthly meeting to make customers aware. Video blogs were discussed which could be used in reception, on the website and at events so the message could be really taken out there. **CR**

A discussion ensued about involving SB customers as members of the panel. It was suggested that once all the chairs are in place that Chris will send an invite to invite members of the SB's to express an interest in joining the panel. **CT**

The panel discussed inviting outside members such as parish councillors to be invited as associated members. The panel need to discuss how this would work and the role they would play. More work needs to be done in this area and the panel agreed to discuss this later in the year.

Minutes had been received by the group which had not yet been ratified by the groups themselves. Nicki explained that if the reports had not been received at this CS Panel meeting then the reports information would end up being reviewed by the groups in another two months meaning that the information would actually be three months out of date. Nicki suggested that in future that any reports received which were not ratified had a statement on the bottom of the report stating this as the case. This way the information on the reports could be reviewed in the correct timeframe and if any triggers were highlighted in the report members of the CS Panel could contact the customer chair or staff team leader direct for more information. The group all agreed that they were happy for

the statement to be added at the bottom of the minutes.

The following SB reports were reviewed:

Involvement & Empowerment SB

Neighbourhood & Community SB

Home SB

Tenancy SB

No specific highlights, comments or triggers were raised by the panel.

7. **Resident Associations & Area Panel Reports – CS Panel**

7.1 The following Resident Association and Area Panel reports were reviewed and commented on by the panel.

Troon Village Association

PLEE Resident Association

Trengrouse Way Resident Association

Parc an Manns

Strawberry Lane Sheltered Resident Association

Trelawney & Tolcarne Resident Association

Pond Lane Area (name not confirmed)

Trenoweth Estate (initial interest meeting) – interesting that a group does not need the support of Coastline and the panel commended Jackie for her ongoing support of all the groups.

Porthleven Resident Association

South Kerrier Area Panel

Trevithick & Murdoch Area Panel

Cury Resident Association – is on hold due to the potential for development in the area.

8 **Performance Improvement Plan – Louise Beard**

8.1 **Performance Improvement Plan (PIP)**

Highlights of positive performance as at February 2011 include:

- The New Connections assessments and planned actions total (No.) - 910
- Abandoned or lost calls (%) – 3.5%
- Respondents very or fairly satisfied with the outcome of their ASB complaint (%) – 85.0%
- Garage arrears (%) – 2.0%
- Gas services completed YTD (%) – 100%

8.2 The PIP exceptions report highlighted where actions were 5% off target or below target for 3 months. These included:

- Telephone calls answered within 15 seconds (%)
- Total average days lost per employee through sickness YTD (days)
- Responsive repairs - appointments made and kept (%)

- Responsive repairs - urgent repairs on target (%)
- Average number of days from date of practical completion to date of sale (days)
- Customer satisfaction with how complaints are handled (%)

The following comments were made:

- Responsive repairs exception - this is to be expected due to training, changes which are happening as CSL at the moment. These figures are being monitored by the Home SN and the Planned Maintenance Action Team (AT)
- Average number of days from date of practical completion to date of sale. This is a development target – Development have struggled to sell the shared ownership properties at Lamorick house so this has impacted the figures.
- Customer satisfaction with how complaints are handled – This is an area of focus as this is a poor result.

Additional Comments:

Performance software is still being brought in to CHL and this will show performance results visually for the CS Panel but this will take about 6 months to set up correctly. The June CS Panel meeting will show the whole years performance which gives a complete picture for the panel to scrutinise.

The panel will keep a close watch on the complaints figures and understand that this is a focus area for the executive team.

9 **Maintenance Budget Scrutiny Reports – Mark England**

9.1 **Planned Maintenance Monitoring Sheet**

Mark talked through the planned maintenance monitoring sheet. Mark explained that if the price goes up on a particular budget area CHL have 2 options. One, reduce the number of units completed or two apply for addition monies for the budget.

The Planned Maintenance Monitoring Sheet will be received by the panel every quarter.

The panel were happy with how the information was laid out and felt this would be easy to scrutinise.

Detailed Budget Sheet

Mark then went through the detailed budget sheet. On a quarterly basis Mark will provide the panel with a set of figures which will show spend to date, forecast to year end, original budget including net and gross VAT. The panel will then be able to compare the figures and highlight any areas of concern.

There are refusal blitz day happening in April and the past blitz days have been successful although CHL want to do even better this time round.

Kelvin suggested that customers help on blitz days to show them the work that has been completed in their homes. Mark agreed this was a good idea. Refusals are currently at 2.5% the limit being 5%.

10 **TPAS Publicity – Claire Reeves**

10.1 Claire showed the panel an article in the TPAS round up magazine of the customer involvement awards.

TPAS approached us for the article as they had seen our information on the CHL website.

The panel were very pleased that CHL have had some national recognition.

11 **Board Report Discussion – Chris Towner**

11.1 Suggested items for the board report included:

- The presentation by Mark on maintenance budget scrutiny and simple layout of the spreadsheet
- TPAS publicity noted and something to be proud of
- Discussion on affordable rents and its cross over with the welfare reform and this will be covered at the next meeting
- What the panel have learnt from the scrutiny training and that a development plan meeting has been booked for the panel to develop a scrutiny plan and an area for scrutiny.
- The panel will keep a close eye on complaint satisfaction as this performance indicator is low

20 **Date , Time & Venue of next meeting**

- 20.1 16th May 2011 – Scrutiny Workshop
8th June 2011 – Customer Scrutiny Panel