



Customer Scrutiny Panel Meeting Minutes
Date: Wednesday 8th June 2011
Time: 10:00pm
Venue: The Hub Club

Attendees

Chris Towner	CT	Customer
Kelvin Lightfoot	KL	Customer
Tony Waddington	TW	Customer
Sue Roberts	SR	Customer
Norman Robins	NR	Customer
Kate Williams	KW	Customer
Wendy Kirkpatrick	WK	Customer
Liz Bracelin	LB	Neighbourhood & Involvement Facilitator
Claire Reeves	CR	Neighbourhood & Involvement Manager
Kevin Brown	KB	Head of Housing Services
Mark England	ME	Head of Technical Services
David Roulston	DR	Head of Care & Support
Zoe Field	ZF	Financial Manager
Sue Bennie	SB	Observing
Clive Bennie	CB	Observing
Apologies		
Maggie Mullen		Customer
Louise Beard		Director of Housing and Support

Item	Action
1.	Arrival – Tea and Coffee
2.	Welcome and Apologies
3.	Value for Money (VFM) Spending Service & Review Update
3.1	<p>In 2010 15 service managers were asked to identify the cost of services.</p> <p>Over the course of the year 64 activities were identified and costs calculated from staff time sheets, overheads and travel. These costs will form baseline costs and Zoe will now meet with budget holders to breakdown and then benchmark these costs.</p> <p>KW asked for an explanation the costs of client loans</p> <p>KB explained that every year 6 clients move from The New Connection (TNC) into homes with Coastline and the loan is to help with buying essentials (up to £250).</p> <p>KL asked for an update on the Solar PV project</p> <p>ME advised that the project had been terminated due to potential risks for example in the case of Right to Buy Alternative means of supplying solar</p>

panels is now being investigated.

CT commented on the cost of the newsletter for the year and the CFM it demonstrates.

Zoe also advised the Panel that the VFM & Procurement Group are looking to recruit a customer volunteer to join the group. The Panel were asked to inform the Neighbourhood Involvement Team if they were interested.

CSP

ZF left meeting

4. **Coastline Care**

4.1 CT invited DR to provide a brief overview of Coastline Care

DR gave a brief overview of his role, the service area he covers and the relevance to CSP.

All care and support is now under Coastline Care

- services for homeless people (TNC)
- services for older people and people with physical and mental disabilities
- Independent Living Service covering floating support, telecare (for example lifeline and fall sensor)
- Domiciliary care support across the county
- Miners Court extra care unit

DR is creating a strategy for Coastline Care.

There has been a severe impact because of the cuts in Supporting People budget by 40% but DR is optimistic the service can move forward and continue to improve. Cornwall Council now looking to future of services and he's confident we can meet the needs. The future is about "Personalisation" i.e. individual budgets to choose how money is spent.

5. **Best Value Review**

5.1 ME preceded agenda item 4 Annual Complaints Update

ME updated the Panel that the handy person scheme had proved very complex and the consultation period took longer than anticipated. Simon Parrott has now provided a report to the Organisational Development Group and they have requested that a full Best Value report and recommendation from the Best Value Group be submitted.

Indications suggest that the recommendation will be for a signposting service with annual an annual review to monitor.

As a result of the Best Value group changes have already been made to the voids and responsive repairs service in light of their findings.

6. **Customer satisfaction Survey**

6.1 ME provided an update to the panel of the customer satisfaction surveying carried out within property services.

All work streams within technical services currently undertake satisfaction surveying.

ME highlighted that PDA surveying has raised some concerns but there is a good response level at 47% which is above average.

ME updated that generally there is a good level of return of the surveys, responsive repairs is on average 30%, planned maintenance generally higher at 75%, and gas servicing 80%.

KL was concerned over how reliable the PDA returns are.

SR suggested that full information needs to be given to customers on the privacy and use of the PDA to record satisfaction.

KL – updated that he had been researching satisfaction surveying with other housing organisations and had spent time finding out more about technical services surveying within Coastline. A report has been produced which will be circulated to the Panel.

ME suggested that a review of the whole process should be undertaken, potentially by an Action Team.

7. **Annual Complaints Update**

7.1 KB updated the Panel on the annual complaints report for the financial year 2010/11.

The numbers of complaints did increase during the last financial year but this is due to a particular issue with kitchens which has now been resolved. We also actively encourage people to make complaints. The vast majority are dealt with and resolved at stage 1.

Customer Claims

46 payments were made which is a decreasing trend in terms of the number of payments and the cost to company.

Compliments

102 compliments were received over the year mostly related to how people were dealt with by individual staff.

It was updated the satisfaction with how complaints were handled has returned to 100%.

In the 2010 benchmarking exercise for Housemark, Coastline anti-social behavior (ASB) performance came out top quartile in all areas. With 94.6% of people satisfied with how their ASB was dealt with (2nd nationwide) and 93% satisfied with the outcome 94.6% (3rd).

KW advised that she's heard that there have been complaints about Homechoice.

KB advised that we always work to develop sustainable communities but we have to support the Local Authority in discharging their duties to the homeless and we have to justify it if we apply particular bandings to a home. The withdrawal of floating support means Coastline will no longer accept

anyone with medium or high support needs. Homechoice has received complaints but they tend to be generic complaints related to complicated way of bidding, adverts not seen and people not getting what they want. Moving to Homechoice has meant our relet time increased from 9 days to 14.

8 Report from last meeting

Item 3.1 it was noted that the Involvement & Empowerment Sounding Board had received confirmation from other contractors but not CSL about wearing shoe covers when in customer's homes. Concern was raised that CSL had not responded to the request from the Sounding Board.

Item 5 it was agreed that an update on welfare reforms and affordable rents would take place at the July development meeting .

SR advised that her name was not on the list of attendees for the Development Meeting but she was there.

The minutes were agreed as a true record.

9 Letter to Sounding Boards

9.1 CT advised that the letter to the Sounding Boards is to enable them to understand communication between Sounding Boards and the Panel and to encourage the empowerment of groups.

The final wording of the letter was agreed and will be circulated to the Sounding Board Chairs. **CR**

CT felt that that all customers need to be aware of how they can pass problems to the Sounding Board and suggested that this was added to the development meeting agenda. **CR**

10 Reports

10.1 Neighbourhood & Community

A discussion ensued regarding the number of apologies not received. It was agreed that the Neighbourhood and Involvement Team would contact customers on the Sounding Boards to ensure they want to continue their involvement. **NITs**

Home

KL raised a concern that Grove Digital problems continue. SR stated that James Kidd is now dealing with them and will be reporting next week at the Sounding Board meeting

Tenancy

Involvement of shared owners and leaseholders is improving

Involvement & Empowerment

The content of the report was noted

11 Resident Associations & Area Panel Reports

- 11.1 Area Panels
The content of the reports were noted
- Residents Associations (RA)
KL commented that not all of the RAs minutes follow a set format
It was proposed by SR that the Panel no longer need to see the RA minutes.
The Panel voted on the matter and it was agreed that RA minutes no longer needed to be viewed by the Panel.
- KW commented on the support given by Coastline to Resident Associations and Area Panels.
- 12 **Performance information & Service Improvement Plan**
- 12.1 This item was deferred to the next meeting
- 13 **Report to Board**
- 13.1 Foot coverings
Note performance of NITs in supporting Resident Associations
RA minutes will no longer be submitted to the Panel
Note the speakers at the meeting
Welcome David Roulston Head of Care and Support
- 14 **Date , Time & Venue of next meeting**
- 5th July 2011 – Development meeting 1.30pm – 4.30pm Board Room
8th August 2011 – Customer Scrutiny Panel meeting 1.00pm-4.00pm