

Agenda Item

Confidential

Coastline Housing Limited – Board Meeting – 22nd March 2011

MONITORING & REVIEW PANEL

Executive Summary

- A. The following report from the Customer Scrutiny Panel is their independent report following the most recent Customer Scrutiny Panel meeting and the Chair and Vice Chair will be in attendance to answer any questions the Board may have.
- B. The Chair Chris Towner sent his apologies for this meeting and the Vice Chair Maggie Mullen chaired the Panel for the first time. Maggie Mullen also agreed to produce the Panels report to Board.
- C. The Panel agreed to change their name to the Customer Scrutiny Panel to reflect their developing role.
- D. The Panel reviewed the Repairs and Maintenance budget for 2011/12.
- E. The Panel discussed procedures for operatives and the need to ensure that they wear protective footwear when working in a customer's home.
- F. There are no financial implications arising from this report.

Recommendations

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

Customer Scrutiny Panel Report to Board
22nd March 2011

1. Monitoring and Review Panel meeting 9th February 2011

1.1. The Monitoring and Review Panel meeting was held at the Stithians Resource Centre for the first time and the Panel found it very different to using Ferris House of course but the Panel found it alright although quite a distance for the Panel to travel to.

2. The Name of the Panel

2.1. The Panel agreed that it was about time that the Panel had a new name that was relevant and felt it was a good time to change as most of the Panel's work now, will relate to scrutinising many different aspects relating to Coastline Housing. After some debate the Panel agreed that the new name should be:

Customer Scrutiny Panel

3. Code of Conduct

3.1. The Code of Conduct for the Panel has now been agreed.

4. Rent Arrears

4.1. The Panel want to compliment all the work achieved regarding how well Coastline are dealing with lowering of the arrears where the team have been able to deal with customers who needed help and advice. Well done Coastline.

5. Repairs and Maintenance Budget 2011/12

5.1. Mark England attended the meeting bringing with him the draft budget relating to the Planned Maintenance Report, the Panel then monitored as Mark went through each line. The Panel expressed concern about the potential changes that may occur to services as a result of the proposed cuts. This Budget Report is to go before the Board of Directors at the end of March to be agreed by them. The Panel agreed that they would receive regular updates regarding the budget.

6. Performance Management Software

6.1. The Panel are looking forward to the implementation of the new performance management software which will help the Panel to monitor key performance indicators and scrutinise areas and make recommendations to improve services.

7. Procedures for Operatives

7.1. The Panel wish to highlight concerns that have been raised with regard to Operatives not using the protective footwear which is provided when entering properties. This must be made plain that when entering a person home the foot covers should be used.

8. Housing Quality Network

8.1. During January and July last year Housing Quality Network carried out an inspection of Coastline services and again we must commend Coastline Housing on gaining the highest score that they have achieved with Mystery Shoppers of 100% well done.

9. Issues

9.1. The Panel would like to ensure that the procedures with regard to protective footwear are adhered to by all operatives visiting customer's homes.