

Agenda Item

Confidential

Coastline Housing Limited – Board meeting – 26th May 2011

CUSTOMER SCRUTINY PANEL

Executive Summary

- A. The Customer Scrutiny Panel (CSP) noted the promise shown by the new Sounding Boards in that their reports as received by the CSP indicate that they have made strides towards adopting new structures and procedures.
- B. Louise Beard updated on Affordable Rent and Welfare Reforms. Further discussion on these topics was tabled for the next CSP meeting.
- C. The Panel welcomed the positive publicity nationally through TPAS for the Involvement Awards.
- D. The CSP received scrutiny training from TPAS and agreed to hold a development workshop to build on the training.
- E. 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

26th May 2011

1. New Sounding Boards

1.1. The Customer Scrutiny Panel (CSP) recommends that the board takes note of the promise shown by the new Sounding Boards, in that their reports as received by the CSP indicate that they have made strides towards adopting new structures and procedures; Action Teams for the tackling of specific issues are in the process of being established; and most importantly, customer leadership is being firmly established as all have appointed, or are in the process of appointing, customers as Chairs and Vice Chairs. The CSP is not sure how clear it might be to the Sounding Boards how they will act as triggers to CSP action. The Chair of the CSP will write to Chairs of the Sounding Boards (when all are appointed) to explain the role of the CSP in this and in other respects. A further clarification of the role of the CSP will take place at the 6-monthly customer day.

2. Reports received from Louise Beard (LB) and Mark England (ME)

2.1. LB presented the Performance Improvement Plan report. The CSP was happy to accept it but noted the low customer satisfaction with how complaints were handled, and said that they would monitor this, noting that this is also an area of concern for the executive team.

2.2. The CSP are also are concerned that satisfaction forms return is very low, and will be pursuing this to establish why and to discover what can be done to improve this at the next development meeting on the 16th May 2011.

2.3. ME took the CSP through the planned maintenance monitoring and the detailed budget sheets, explaining them very clearly and was very helpful with questions. The CSP will receive these on a quarterly basis.

2.4. LB brought us up to speed with the crossover between welfare reforms and the issue of affordable rents. This will be studied in greater detail in the next meeting.

3. TPAS Publicity

3.1. Claire Reeves drew the attention of the CSP to an article in the TPAS roundup which draws national attention to Coastline, of which we should be proud.

4. TPAS Scrutiny Training

4.1. The CSP enjoyed a Scrutiny Panel training day, which gave it further impetus and clarity in its role. A development workshop has been arranged for May to build on the training received.

5. Issues

5.1. Low customer satisfaction with how complaints were handled which will be monitored by the Panel

5.2. The low return rate of satisfaction forms which will be investigated further by the Panel

Chris Towner
4th April 2011