

Agenda Item

Confidential

Coastline Housing Limited – Board meeting – 28th July 2011

CUSTOMER SCRUTINY PANEL

Executive Summary

- A. The Customer Scrutiny Panel (CSP) noted that the four Sounding Boards (SBs), Home, Neighbourhood and Community, Tenancy and Involvement and Empowerment, have appointed customer Chairs and are firmly established in place.
- B. Further discussion took place about the use of foot coverings to ensure that this is now standard practice for all property maintenance contractors.
- C. The CSP agreed a scrutiny template to assist in framing the repairs and maintenance customer satisfaction survey response rate scrutiny and future scrutiny work.
- D. Louise Beard updated on Affordable Rent and Welfare Reforms.
- 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
28th July 2011

1. New Sounding Boards

1.1. The four Sounding Boards (SBs), Home, Neighbourhood & Community, Tenancy and Involvement & Empowerment, have appointed customer Chairs and are firmly established in place with some 91 members involved across the SBs.

2. Foot Coverings

2.1. The Involvement & Empowerment SB, investigating how successful was the drive to encourage contractors to wear foot coverings, reported (06/04/11) that confirmation had been received from all contractors, apart from CSL, that this was now in place as standard practice. The Scrutiny Panel would encourage early responses from CSL to queries from Sounding Boards.

3. Coastline Care

3.1. The Scrutiny Panel welcomed David Roulston, Head of Care & Support, who described his role and his optimism with respect to it. The CSP commends CHL on its response to the challenge of the future of the care and support of its more vulnerable customers.

4. Repairs and Maintenance Customer Satisfaction Survey Response Rate Scrutiny

4.1. The CSP scrutiny of the low number of customer satisfaction returns continues. We initiated a benchmarking process in which 3 Housing Associations were asked how they investigated customer satisfaction and what their return figures proved to be.

4.2. The CSP held a development meeting and to further progress the scrutiny and agreed a scrutiny template to frame current and future scrutiny work.

4.3. A timetable and detailed plan for the scrutiny will be developed at the next meeting of the CSP.

5. Resident Association

5.1. The CSP will no longer receive reports from Residents Associations, it being considered that these would be more appropriately reviewed by the Area Panels. If trends are identified they will be reported to the CSP.

6. Affordable Rent and Welfare Reforms

6.1. Louise Beard provided a further update on affordable rent and welfare reform.

7. Issues

7.1.No issues to report

Chris Towner
12th July 2011