



Customer Scrutiny into Coastline Meeting Minutes
Date: Thursday 8th February 2018
Venue: Board Room, Coastline House

Attendees

Jed Fitzharris	JF	Customer Chair
Carol Dixon	CD	Customer
John Hewett	JH	Customer
Trudi Stimson	TS	Customer
John Stevens	JFS	Customer
Joanne Pascoe	JP	Housing Administrator
Jackie Thomson	JT	Community Investment Officer
Justin Floyd	JF	Business Process Analyst
Mark England	ME	Head of Technical Services
<u>Apologies</u>		
Wendy James	WJ	Customer Vice Chair
John Seaton	JS	Customer
Stephen Hunt	SH	Customer
Derek Blake	DB	Customer
Louise Beard	LB	Director of Homes, Assets & Communities
Tom Ford	TF	Customer
<u>Apologies not received</u>		None

Item

1. **Welcome & Apologies**

JF welcomed all to the meeting.

2. **Minutes of last meeting and matters arising**

The minutes were approved as a true and accurate record of proceedings. CD proposed. TS seconded.

Lettings policy – JF requested that the group receive further information on the demographics of the 4,500 people on HomeHunt to identify who are actually downsizing, homeless etc to enable forward thinking on further house building. JT to speak to JM to request this information. JH asked regarding the HomeHunt and Homechoice schemes. JH advised that he was assisted by someone at Coastline with completing the HomeHunt application and it was a really good and easy process.



3. **Performance, Service Improvement Plan & Complaints**

Performance – JT referred to the papers issued at the meeting and the group reviewed the group performance for the company. Query raised by TS regarding the provision of photographs

Service Improvement Plan (SIP) – JP referred to the papers issued at the meeting regarding the SIP and advised that the Organisation Development Group have decided that there will be no more SIP reporting as all projects are now being reported as part of strategy action plans/work packages so no need for duplication therefore the SIPs have been removed from Corvu.

Complaints - JT referred to the complaints report which was approved by the Board in January. TS asked if staff are rewarded when a compliment is received regarding them. JT advised that the company do pass on compliments etc and staff sometimes get a letter or voucher if they have gone over and above their job role etc – elaborate.....JT stated that customers are continuously encouraged to pass on compliments as well as complaints.

MC and SP left the meeting at this point (pm).

Actions

- None.

4. **ASB Accreditation**

The volunteers to make up the sub-group are:-

JS, JH, TS, JF and CD.

It was agreed to hold the meetings on a Thursday afternoon. First meeting is proposed for Thursday 22nd March 2018 at 2.00/2.30 pm. JT/JP to email out a reminder to all.

5. **My Coastline**

JFI joined the meeting at this point (2.10 pm).

JFI provided an update and presentation on the provision of the new customer portal, My Coastline. JF stated that the white print on the coloured background is not good for him to read, JFS agreed. JFI stated that he will take this on board and undertake some research on



how to improve this. TS asked if the portal will store credit/debit card details. JFI stated that the company will not store card details but will be utilising AllPay which is currently used and this will enable details to be continue to be recognised and ensure that security is very stringent. JFI made notes of the suggestions and changes the group wished to make.

JFS suggested utilising the 'My Appointments' section to add meeting dates i.e. CSC/Great Homes etc. It was agreed to look into this for the future.

JFI advised that the portal will be going live at the end of March.

It was suggested that JFI attend the 14th June meeting to provide an update on how the portal is progressing.

Actions

- JP to invite JFI to attend the 14th June meeting.

6. **Draft Maintenance Budget 2018**

ME joined the meeting at this point (3.00 pm). ME provided an update on the draft Technical Services Works Programme budget for 2018, including planned, responsive, estate costs and cyclical maintenance. ME advised that he is available to run through the budget in more detail with the group if they require or undertake some shadowing. ME left the meeting at this point (3.42pm).

Actions

- None

7. **Local Offers**

JT referred to the publicised document which has been agreed with customers during consultation. This document has been launched on our website and is included in the CoastLines magazine.

Actions

- None

8. **Coastline Article**

JT reminded the group of the article they agreed to write for



CoastLines and stated that she will be utilising the information that JH and JF have written regarding their shadowing experiences. JT asked the group to each provide a few lines on their views regarding scrutiny and “what it means to you” and email them into her for collating.

Actions

- None

9. **Great Homes & Great Services Exception Updates**

None.

10. **CSC Re-branding – update on logos**

JT referred to the pictures circulated to the group. The group approved the logo shown. TS suggested having words inside the magnifying glass, i.e. Coastline’s values, great homes, great people etc. The group agreed this suggestion. The group will launch their new name and logo once collated and completed.

Actions

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11. **Estates Management – Scrutiny Commence**

It was agreed to defer this item to the next meeting when there are more members available. An email to be sent out on 1st March to ask for volunteers to gain initial interest in joining the sub-group.

Actions

- Agenda item for the next meeting.

12. **Board Meeting**

JF apologised that he was unable to attend due to illness. CD and JT attended and there were no probing questions. JF and one other to attend 22nd March Board meeting.

Scrutiny Network Event – Friday 4th May in Bodmin – 4 places available and anyone interested please contact JT/JP



Date of next meeting – Thursday 12th April 2018 – 1.30 pm.