



Customer Assurance Group Meeting

Wednesday 15th February 2023

Attendees	Morris Grant – Customer Assurance Group Member
	Malcolm Mullet – Customer Assurance Group Member
	Dave Stewart – Customer Assurance Group Member
	Sterling Berry – Customer Assurance group Member
	Claire Robinson – Head of Business Improvement
	Andrew Davies – Board Member
	Joanne Tolley – Customer Engagement
	Katie Wakefield – Customer Engagement
Apologies	Julie Guildford-Smith – Group CEO
	Georgina Patel – Board Member
	Karen Smith – Customer Assurances Member

Agenda:

Introductions: Andy Davies introduced himself. He said that he has been a board member for nearly 18mths and is a member of the Customer Services Committee.

1. There was one update from the last meeting: The group wanted to look at a tenancy pack so they could see if the information in there was relevant. They all thought that it was useful information. Sterling, who is a Concrete resident, didn't receive the email with it attached. It has been resent to him. The group thought that there should be something in the pack on how to be a good tenant and neighbour. This led onto a conversation within the group saying that there doesn't seem to be many problems when staff are on site, for example Bradeley Village. Sterling said that because of the high turnover of support staff at Concrete and because he has low support needs, he doesn't see support staff but thinks that they should see someone at least once a week.

The group said that they would like to see their housing officer more for scheme visits. Claire said that the Housing Team will be conducting scheme visits every 6 months and that will let residents know when they are visiting. The group



commented on the out-of-date posters on notice boards e.g Housing Officer details. Not all residents are aware that the Housing Team has staff split into specialties;

- Neighbourhoods Team – tenancy changes/pet requests/tenant private works/scheme inspections/customer coffee mornings
- Lettings Team – allocate properties
- Anti-social behavior Team – in relation to ASB/noise nuisance etc, any form of domestic abuse
- Shared ownership

Comments from Laura Dalton;

We have avoided doing new posters, firstly because of the massive cost implications, but also, we did email and post out posters that told customers about the new specialist teams. What we also found was if we put the mobile telephone numbers of the individual officers on the notice boards, then customers bypass the Customer Service Team to ring the housing officer about repairs in the main, but also a host of other issues that don't sit with that person. What also happens is we can't record or monitor those calls to a mobile, so I don't know if my team are missing calls/ not ringing people back etc

It was also having a massively detrimental impact on the team's ability to prioritise their own tasks, as they were taking calls about repairs. We won't be advertising individual telephone numbers and they won't be on email signatures for that reason. Because we now have different teams, the old idea that the housing officer is their one point of contact doesn't sit with how we work, so I would always advise customers to ring the CST and then they can be directed to the right team, as they might actually want to book a repair, or speak to someone about rent, or speak to a money advice officer, etc

Then we can also record calls and ensure as a business we are able to monitor and understand the amount of calls we receive and ensure we have appropriate resources in the CST to manage those calls.

2. Update from Building Safety and Repairs:

Group were happy with the notes from the meeting on 1/12/2022 and had no questions. Jon Parkes Head of Assets and Property sent an update on the new repairs and maintenance contract. Letting leaseholders know that they can be involved in the process for new repairs and maintenance contract, this is called Section 20.

3. Tenant Satisfaction Measures:

The TSM's are only for Staffs Housing so will only be sent to people living in a Staffs Housing properties not Glow or Concrete. The test survey was sent out to 33 involved customers of which 11 responded directly to Customer Engagement Team with their feedback. The feedback was that the survey was easy to understand and that the extra information fields were a good added extra.



- One person managed to complete using their firestick on their tv, which is amazing as we didn't know it would be supported in this way.
- One person commented that they didn't think the star system would work because all of the stars lit up when adding more than one. This is something that was addressed, and we have said that the survey will be fine in this way as it will go on how many stars are ticked, using the highest one as the score.

The survey has now been sent out to all customers and as of Friday 3rd Feb there were 320 responses so far. An amazing turn around in a few days.

What will happen when this survey finishes? The data collected will be analysed and it will give us a good indication of where we are doing well and where we are needing to do better. This will then be the focus of the work of Staffs Housing and others with the group to implement change. The results are then sent to The Social Housing Regulator so that they can monitor performance of all housing providers and create league tables.

The group commented that they weren't sure if they had received a text or email for the survey but they were going to check. The Communications Team will collect and analyse the results and we can see where changes need to be made in our services. April 2024 is the date the results need to be fed back annually to Regulator of Social Housing.

4. Scrutiny Fire Risk Assessments

Katie gave the group an overview of the scrutiny that has taken place and why. The scrutiny group have been asked by Tim Sheail Director of Housing to complete a review of how our customers understand and interpret the Fire Risk Assessment (FRA) linked to the scheme where they live. This was requested due to a fire taking place at Burnwood Court in June 2022 and the main fire alarms not being activated by breaking the glass. The aim of this scrutiny is to ensure that our customers fully understand what is expected of them in the event of a fire at their scheme.

For this exercise we visited Burnwood Court, Pioneer Court, Sandpiper Court, and Oliver Lodge. We spoke to 23 people who lived within these schemes and asked them questions around the FRA and their understanding of it.

As a separate exercise the customer engagement team also spoke with 3 residents at Regent Road a house of multi occupancy – under the Concrete umbrella, the fire information was raised by residents there and so has been added to this report.

The group suggested that a simplified version of the fire risk assessment leaflet is given to Concrete and Glow residents and their support staff talk to them on a regular basis on fire safety.



The group who live in Staffs Housing schemes weren't aware of their assembly points if there was a fire. This was raised with Compliance Team.

Kathryn Ing Head of Compliance response

Fire assembly points are at schemes and surveyors from the Compliance Team will be going out to confirm the location.

The scrutiny action plan has customer feedback and recommendations and has responses and actions from management. The group has made their comments on the action plan and this is attached.

The Group questioned how do the Emergency Services get into the blocks if the doors are locked?

Kathryn Ing Head of Compliance response

If for any reason the doors did not unlock and allow access for the fire service, they do actually have the codes for doors and key safes on their appliance database (or they should have) along with any out of hours contact numbers for support - this is something that I am in the process of auditing to ensure this process is in place.

5. Balance Score Card –

Katie talked through the balance score cards for Staffs Housing and Support and Wellbeing (Concrete and Glow). The group said that the score cards were easier to understand than the Fair Deal table.

6. Engagement Activity Table – engagement activity table discussed; Katie went over the engagement carried out for the last quarter.

7. Mystery Shops – Katie gave an overview of the report. There were two versions – one that has photographs and is very detailed and a summary version. The group were asked which they prefer. They said that the summary version was best and they could ask for photographs if they felt it necessary.

Any Other Business -

Katie gave an update on the last My Home Group meeting in December 2022. The meeting was an overview of what the Housing Team had achieved in the last 12mths.

The group were asked if they would like a logo creating to brand the Assurances Group.

They said they would like to see a few designs so they can make a choice. Katie is working Communications Team and will take them along to the next meeting.

Andy Davies from the Customer Services Committee would like customer representation. Sterling and Malcolm are both interested in becoming members of the committee. The group said that this was a good, but the CSC must use plain English.

Dave raised the following issues;



His neighbour who is elderly and returned from hospital on a Saturday in November and had issues with his light in the hallway and bathroom. The lights were on and off intermittently. He rang this through to the out of hours number to be told that it wasn't an emergency repair. Dave felt that this response was not justified because if the neighbour fell because of no lights then the situation would become a lot worse. We followed this up with Mary Walker Head of Customer Experience and she said that it isn't classed as an emergency because it is not life threatening. They should have been given advice on how to help the situation until it can be fixed, e.g. leave a light and door open so that there is some light shining through.

Door closer to the main door of block needs adjusting so that it closes shut but doesn't slam
- Customers Services Team will log this as a job.

Bin stores – the timer on the bin store light needs setting for longer than 10 seconds. There also needs to be a key code lock on the door and not a key so that both stores can be accessed – Customer Services Team will log this as a job.

Aspire have brought a leasehold flat at The Hollies and a couple of residents were wondering if the new tenants will follow our tenancy agreement as well as their own? We have checked with Laura Dalton and she has arranged a meeting with the Neighbourhood Officer at Aspire to clarify this.



Morris raised the following issues;

A boarded-up window at Rhoades Court has not been repaired, it has been like this for over 12 months.

Lighting at Rhoades Court is not working on the path to lefthand side of courtyard. These have been passed to Customer Services Team again for an update.

Wifi boxes have been installed at The Hollies but the boxes have been fixed upside down and the debris from the job was not cleaned up. He wanted to know who monitors the subcontractors.

He also mentioned that in 2025 landlines will be turned off. Do our customers know this and how will it be communicated to them? How will we help customers to make informed choices? This has been passed over to Compliance Team for comments.

Compliance Team Response

A member of the team will meet on site when they are planning the install, approve plans and give access. The contractor will have their own managers to monitor their work. When they first install the connection boxes outside property doors, they are installed upside down for a reason. This was done so that when they returned to site to cable the operatives now what stage works are up to. They do this on all installs. As for the footwear, it is entirely up to the contractors to risk assess and determine what is appropriate footwear for the job they are doing at the time. We are not employing these contractors, we are giving them permission to install Broadband cabling within our properties.

Communications will go out in the Be Mag regarding the switching off of landlines in 2025 and will be giving informed choices to customers on telecom and broadband suppliers.

There was a power outage at The Hollies which altered the Quantum Boiler water temperature and residents didn't know how to change it.

Customer Service Team Response

- 1. If it happened again, it should be reported to Customer Services Team who would log a repair if needed or give advice and instructions how to alter the temperature*