

Meeting minutes

Meeting: Customer Involvement Panel
Date: 12 December 2024
Venue: Wednesfield Board Room
Time: 10:00 – 14:00

In attendance:


Louise Talbot (LT)	- CIP Tenant member - Chair
Irene Cheshire (IC)	- CIP Tenant member
Gemma Taylor (GT)	- CIP Tenant member
Julie Logan (JL)	- CIP Tenant member
Alzie Logan (AL)	- CIP Tenant member
Sandra Roe (SR)	- CIP Tenant member
Kirsty Mallin (KM)	- CIP Tenant member
Amen Amiebenomo (AA)	- CIP Tenant member
Richard Hall (RH)	- CIP Tenant member
Katie Dugmore (KD)	- Talent Attraction and Resourcing Specialist
Julie Manning (JM)	- Head of Housing Management (Item 3)
Elizabeth Kent (EK)	- Capital Projects Officer (Item 4)
Jenny Billingsley (JN)	- Comms and Engagement Manager (Item 5)
Charlotte Palmer-Hollinshead (CPH)	- BP Communications (Item 6)
Andrew Finch (AF)	- Customer Experience Manager (Item 8)
Sam Dugmore (SD)	- Systems Development & Support Manager (Item 9)
Belinda Mulloy (BM)	- Customer Experience Manager (Item 7)
Neil Causer (NC)	- Head of Housing Maintenance (Item 7)
Frank Dalton (FD)	- Contract Manager (Item 10)
Matthew Pickerill (MP)	- Neighbourhood Services Manager (Item 10)
Jackie Wilkinson	- Executive Assistant – Note taker


Observers:

Pauline Browsword, James Lavelle, Shelley De Escofet, Donna Allman, Mark Cooper, Mr Maher, Mrs Maher, Theresa Phillips

1.0	Apologies	
1.1	Mike Modelsy – CIP Tenant member Keeron Forshaw – CIP Tenant member	
2.0	Minutes of the previous meeting / Matters Arising	
2.1	GT asked that moving forward the group be allowed to set their own agenda for the meeting.	
3.0	Tenancy and Leaseholder officer role – Julie Manning	
3.1	JM presented a PowerPoint detailing the role of the tenancy and leaseholder officers.	

3.2	LT suggested officers should be aware of issues within local areas whilst they on site / conducting visits and asked whether these are reported if outside of officer's specific service areas. JM confirmed that Income Officers report all issues noted and See it Report it (SIRI) enables any employee of Wolverhampton Homes to report issues or raise concerns about vulnerable customers for action to be taken as required.	
3.2.1	Action – JM to present an update to a future meeting of CIP in relation to the Tenancy and Leasehold team.	JM
4.0	Customer Contact and Access – Elizabeth Kent	
4.1	EK asked for comments from CIP on the customer draft letters which have been shared, noting these will be on partners headed paper and include office address and landline details. GT shared the draft with team members who could not access them. CIP confirmed they were happy with the letters and would further any additional comments to EK as soon as possible.	
4.1.1	Action – CIP to forward any comments regarding the customer draft letters to EK as soon as possible.	All
5.0	Strategic Documents – Jenny Billingsley	
5.1	JB gave a brief overview of the company's Annual Report, Customer Offer Service Standards and the Customer and Engagement strategy.	
5.1.1	Action - Links to the documents will be shared after the meeting for CIP to review.	
5.2	Annual Report – published annually by WH presenting performance information to customers. The current report (April 2023 – March 2024) is available on the website. A comms campaign plan is in place to highlight performance, etc., on social media, i.e. Instagram, Twitter, etc., and on the website. JB asked that any feedback be forwarded prior to the refresh next year.	
5.3	The Customer Offer Service Standards is a new document, detailing what level of service customers should expect from WH. Comms have worked with all Directorates on the document which is in draft and the link that will be shared (this is currently unpublished and is for information only and should not be shared wider than the CIP at this stage). A campaign will run when it is published. Final amendments should be completed by the beginning of 2025.	
5.4.	Customer Engagement – JB is working with Julie Haydon on this document.	
5.4.1	Action - JB to be invited to the next meeting following the documents being shared to take any questions / comments.	JB

<p>6.</p> <p>6.1</p> <p>6.2</p> <p>6.3</p> <p>6.3.1</p> <p>6.4</p>	<p>Tenant Satisfaction Measures – Charlotte Palmer-Hollinshead</p> <p>Communal areas: In response to the results of the TSM's work continues to improve communal areas for customers. The integration of the concierge and estate services team with the ASB team should support improved customer satisfaction and early intervention / action. A tenant has recently been prosecuted for fly-tipping which resulted in prosecution. Down Your Way meetings have been completed focussing on individual areas to improve internal and external communal areas. WH are reviewing how information from colleagues is captured in relation to recording visits / ensuring they report areas of concern.</p> <p>Volunteer days: Continued focus on corporate volunteer days to include a litter pick scheduled for the 17 December 2024. WH are working with CWC Environmental Services to improve joint working and to support improvements in waste management. WH are trialling the removal of recycling facilities in areas where they are misused to reduce the impact of CWC refusing to remove waste. The impact of the trial will be evaluated and an update provided.</p> <p>Customer segmentation: WH Officers attended segmentation workshops to learn about the profile of customers which supports service redesign to meet individual needs. It was acknowledged following the workshops that there may be bias in the results due to different methods of collection i.e. using telephone contact may alienate customers who do not engage via telephone.</p> <p>An external provide Acuity run the surveys on behalf of CWC, who are exploring alternative collection methods to reach as many customer groups as possible using insights from other areas alongside TSMs e.g. informing service improvements, i.e. compliance and compliments, feedback from tenant and resident associations and mystery shopping. CIP asked for detail of the mystery shopper.</p> <p>Action – CPH to provide information in relation to the mystery shopper to CIP after the meeting.</p> <p>CIP confirmed that it is helpful to have sight of reports prior to meetings, to enable CIP to review them. It was agreed that written updates / reports will be shared on the Teams channel prior to the next meeting.</p>	<p>CPH</p>
	<p>Customer Contact and Access – Repairs – Belinda Mulloy / Neil Causer</p> <p> CIP 12 December 2024 - Copy.pdf</p> <p>Customer contact and access update for repairs attached above.</p> <p>LT suggested that another visit to the Customer contact and access centre be arranged for new CIP panel members to gain an oversight of the work of the team.</p>	

	<p>CIP questioned who leads for repairs which impact commercial tenants. NC confirmed this is the stock investment team, NC to share contact details. Stock investment lead on planned maintenance / programmed works.</p> <p>Action – NC to share the contact details of the Stock Investment Team with the CIP Chair.</p>	NC
8.	<p>Customer resolution – Andrew Finch</p> <p> Complaints%20update%20for%20CIP%2</p>	
8.1	<p>LT queried why complaints raised for housing disrepair are being escalated to solicitors if costs are so high. AF advised Legal firms chase for business, where there is a Section 11 case in court it will not be considered as a complaint until the resolution of the Section 11 case. LT queried whether WH could do something to prevent Section 11 claims. AF agreed customers should not feel that they have to take this route, but this may be due to their lack of awareness of the complaints process. The Housing Ombudsman regard high levels of complaints as a positive rather than negative, and WH want customers to be assured that if they do complain they will receive a response. The Ombudsman expect WH to have an accessible complaints process. LT suggested that CIP could record a video to encourage customers to complain, detailing how to raise complaints and raising awareness which may support a reduction in Section 11.</p>	
8.1.1	<p>Action - CIP to link in with Comms to produce a video providing details of the complaints process.</p>	All / CPH
8.2	<p>AF highlighted repair complaints are often not upheld as when investigated WH can evidence they have done everything within timescale / process. LT suggested CIP work with WH to raise awareness and review complaint trends and asked that it be added to the agenda for the next meeting. GT suggested customers often have to chase for repair updates which may be why repairs complaints are higher.</p>	
8.2.1	<p>Action – Raising awareness of review of complaint trends to be added to next meeting agenda.</p>	KD
9.	<p>My Account App and website - Sam Dugmore</p>	
9.1	<p>Highlights:</p> <ul style="list-style-type: none"> - Customer App very positively received. - Nominations requested to trial new developments, pass details to Sam Dugmore. - New web development project signed off to do a full refresh. WH want to collaborate with customers to ensure it is customer-based service and asked for CIP feedback, support testing and to attend a workshop with WH and the contractor. - WH are shortlisted for three awards in the 2025 Housing Innovation Awards for the App, including best digital experience. 	

9.2	Comments / queries – CIP asked how tenants can view their tenancy agreement on the app. SD confirmed customers can use the instant messaging or contact us form if they want a copy. It cannot currently be pushed through the App as WH don't have this access to this function yet.	
9.3	CIP queried whether the App is suitable for Leaseholders. AD confirmed it is designed with WH tenants in mind. WH are working with the software supplier to create a solution that is more specific to leaseholders. Leaseholders can link in and connect by may have limited access.	
9.4	GT asked when more categories will be added in relation to diagnostics for repair reporting. SD confirmed WH are an early adopter to expand on the suite of options, WH removed the comments box to support this.	
10.	Grounds Maintenance (contract tender) – Frank Dalton, Mathew Pickerill	
10.1	CIP were updated on the Grounds Maintenance (GM) contract and the impact and clear up operation following the storms underscored the importance of the management of the trees on estates. WH are tendering for the new contract, which is one of the largest for WH. GM is currently delivered through Continental Landscapes as one contract, the new tenders will be separate lots, one for GM and one Trees, so there may be two companies. Return for tenders is January 2025, with the contract in place by place by March 2025.	
10.2	WH are compiling a tree management plan for trees in customers gardens. Trees in communal areas are already recorded and inspected every two years with a four-year maintenance programme. Following this WH will inspect the trees to be proactive and manage all trees. Details will be included on a managed programme supporting a reduction in complaints.	
10.3	LT asked whether any overhanging trees near properties, etc., are being checked and if so, why they are not being maintained / trimmed back to a safe distance from property. FD advised this should be happening but asked the CIP to provide examples if this is not the case. CIP suggested that Continental do not trim back trees unless they are reported, there are trees that block guttering, etc.	
10.4	This area work is now managed by FD and there is a resource in place to monitor works completed. Grass cutting has stopped for the winter, but WH will be doing quality checks next summer to support improvements. LT agreed that any issues highlighted to FD are resolved in a timely manner.	
10.5	MP suggested that when the new contract is in place a member of CIP could attend one of the meetings as a customer representative. In the interim any queries can be raised directly with FD.	
11.	Date of the next meeting	
11.1	06 February 2025	

