

Meeting minutes

Meeting: Customer Involvement Panel Meeting
Date: 12 September 2024
Venue: WH Merry Hill Office
Time: 10:00am - 2:30pm

CIP Members in attendance:

Louise Talbot (LT)	-	Tenant member (Chair)
Alzie Logan (AL)	-	Tenant member
Gemma Taylor (GT)	-	Tenant member
Juliet Logan (JL)	-	Tenant member
Keeron Forshaw (KF)	-	Tenant member

Wolverhampton Homes staff members in attendance:

Charlotte Gibbons (CG)	-	Head of Homelessness and Specialist Support
Charlotte Palmer-Hollinshead (CPH)	-	Communications Business Partner - External
Frank Dalton (FD)	-	Contracts Manager – Gas and Grounds Maintenance
Jenny Billingsley (JB)	-	Communications and Engagement Manager
Rob Walton (RW)	-	Solutions Analyst
Trisha Gallardo (TG)	-	Community Development Officer

1.0	Apologies	
1.1	<ul style="list-style-type: none"> Irene Cheshire (IC) – Tenant member Mandy Wooley (MW) – Customer Involvement and Community Engagement Business Partner 	
2.0	Welcome and introductions	
2.1	LT welcomed everyone to the meeting.	
2.2	JB informed CIP members that a member of the Community Development team would be attending the CIP meetings going forward to provide meeting facilitation support and note taking.	
2.3	All CIP members and WH staff: JB, CPH, FD and TG introduced themselves.	
3.0	Matters arising	
3.1	<p>IT issues – a number of technical issues were raised for CIP members:</p> <ul style="list-style-type: none"> notifications are not being received on the Teams Channel. GT is not receiving channel updates or emails via iPad. JL and AL need support on how to connect their devices at home and with how to access the Teams channel and online documents. 	

	JB requested RW to join the meeting briefly to address queries.	
3.2	RW informed KF that their device and email are currently being set-up.	
3.2.1	Actions: 1. RW to resolve outstanding IT issues and conduct home visits for support where required / return IT equipment.	RW
3.4	Discussion took place on the facilitation of the meeting going forward including setting of the agenda – with the request that the CIP Chair is involved in the agenda setting for future meetings.	
3.5	Comments were noted by JB who confirmed WH's role as per the Terms of Reference are to facilitate the meetings and to support the agenda setting process.	
3.5.1	Actions: 2. Agenda planning: a. CIP forward planner will be established to assist with the setting of agendas. b. Agenda setting will sit as a standing item on the agendas going forward (time slots to be included). c. CIP agenda item suggestions – CIP members to request via Teams Channel. d. Terms of Reference to be circulated to CIP and added to the agenda in October 2024 for review. 3. Policy approvals are presented to Board / Committee and where this has a customer element – CIP will be requested to consider for review as part of the governance arrangements. 4. Meeting attendance and facilitation including WH colleague attendance will be completed by WH.	JB TG
4.0	Minutes of the last meeting – 15 August 2024	
4.1	Minutes from the August 2024 meeting had not been circulated.	
4.2	CIP minutes for July 2024 were reviewed and agreed as a true record.	
4.2.1	Action: 5. July 2024 actions / August minutes to be reviewed at the CIP in October 2024.	

5.0	CPH and FD - Gas Service Video	
5.1	FD thanked CIP members for their feedback on the original gas service video and proceeded to show members the new and revised video.	
5.2	<p>Feedback was provided from CIP members in relation to the revised video:</p> <ul style="list-style-type: none"> - that the video was more succinct than previously and meets the purpose for providing basic, easy to understand information. - thanks given for CIP feedback and making the suggested changes to the video. - request whether a QR code for the video could be included on all comms about the video, including on letters sent to customers from the Dodd group. - request that the video QR code along with other useful information e.g. how to work the boiler; connecting to utilities, be included in the welcome packs given to tenants on introductory tenancies. JT expressed that this information was included in packs previously, but no longer included. 	
5.2.1	<p>Actions:</p> <p>6. CPH will include a QR code for the gas video on all future comms and liaise with the Dodd group accordingly.</p> <p>7. TG will get an update on the suggestions made by CIP on the Welcome Packs and update the CIP accordingly.</p>	<p>CPH</p> <p>TG</p>
6.0	Unreasonable and Persistent Complaints Policy and learning from complaints	
6.1	Confirmation was given that the Complaints Policy was presented at the meeting held 27 June 2024 with feedback from CIP members requested. MW shared the policy document on the CIP Teams channel for review.	
6.2	JL, AL and KF confirmed that they had not been able to review the policy document in full as they had not been able to access the Teams channel.	
6.3	Unreasonable Complaints Policy will be included during Q3 meetings.	
6.3.1	<p>Actions:</p> <p>8. Complaints policy feedback to be shared on Teams Channel.</p> <p>9. Unreasonable and Persistent Complaints policy to be included in Q3 agenda planning.</p>	

7.0	CG - Homelessness/Temporary Accommodation	
7.1	<p>Following a request for this agenda item – the presentation highlighted a number of areas of improvement for the service including:</p> <ul style="list-style-type: none"> - Welcome Packs devised for new customers accessing temporary accommodation. CG offered CIP members the opportunity to review the packs. - Customers accessing temporary accommodation where support is required in obtaining rent in advance are now offered a referral to the Money Smart Team. - Following the introduction of the new Homelessness Prevention Pilot that commenced on the 01 July 2024, there has been a 50% decrease in the number of placements being made outside of Wolverhampton, which has increased customer satisfaction. CG cited that it is also easier to manage the quality of accommodation within Wolverhampton compared to placements outside the city. - There are now no families housed outside of Wolverhampton. CG highlighted that previous to the Pilot, 39 families were being housed outside of Wolverhampton. CG clarified that single people still continue to be housed outside the city. - The number of families being housed in hotels had been reduced (to 22 families currently), with the intention to reduce this even further. - Pilot due to end September 2024 with the decision made to implement the new ways of working as business as usual. - Thanks given for the feedback on the process experienced by CIP member – as this has contributed to the review. - Complaints number post pilot – complaints received refer mainly to the lack of suitable accommodation, particularly where a customer has a disability. - New leadership of the team and revised approach to work processes. - Impact of available social housing across the city on overcrowding / availability of homes. <p>In view of how much had been achieved in such a short space of time, LT did raise the question of why these measures could not have been implemented prior to CG coming into post in April 2024.</p> <p>Further update on the service requested to be presented to CIP in January 2025.</p>	
7.1.1	<p>Actions:</p> <p>10. CG to share presentation following the meeting.</p> <p>11. Agenda item to be scheduled for January 2025 for further update.</p>	

8.0	JB and CG - Health Champions	
8.1	<p>JB introduced the background to the Health Champions (HCs) initiative that WH are currently considering implementing with key points shared as follows:</p> <ul style="list-style-type: none"> - The idea for Health Champions emerged from WH's Healthy Homes Committee. - 70% of customers live with one or more health conditions that affect daily living (according to data collected by WH). - The model has proved successful at Walsall Housing Group (WHG) and Telford and Wrekin Council. The initiative implemented by WHG won a national award. - Health Champions would be people with lived experience of the condition and be based in communities with greatest need based on health heat maps. - Cultural diversity would also need to be considered as some health conditions are more prevalent in certain communities e.g. sickle cell in the Black Caribbean community. - The Health Champion initiative is still at the idea stage and would be a very large project that would likely involve the Black Country Integrated Care Board (ICB). - Requirements where tenants would act as Health Champions and this being a voluntary role. 	
8.2	CG stated that the project would aim to support people with one or more of the Core 20 health conditions.	
8.3	JB advised CIP members that their feedback was welcomed to support WH decision on next steps. LT stated that CIP members will need to discuss this further in order to give a considered response.	
8.4	LT asked if the project would be funded - CG responded stating that the project would require funding, and this is where the Black Country ICB may be able to support. CG stated that WHG had received funding from the ICB.	
8.5	LT suggested that the most common health conditions experienced by customers could be identified first and then pilot the initiative with several of these health conditions.	
8.6	JB stated that the initiative would require not only tenants who want the support of a HC but also tenants willing to act as HCs. This would require a wider discussion.	
8.7	JL suggested using questionnaires at Let's Talk events to gather customers' views.	
8.7.1	Actions:	

	12. Healthy Champions initiative to be included in the October 2024 CIP meeting agenda to allow for considered discussion.	
9.0	Community Chest update – Jenny Billingsley	
9.1	An overview of the Community Chest and how CIP were involved in reviewing applications and the decision-making process was provided. These funds had been allocated to a number of community groups. JB explained that the process was under review to ensure fairness and equity across the city.	
9.2	<p>On review, the senior management team have taken into account what has worked well, and what could be better. The provision of Corporate Social Responsibility (CSR) funds across communities in the city, will be driven through a wider understanding of the needs of customers and communities, the Tenant Satisfaction Measure recommendations, and the business priorities of the city and WH. Further details were shared on:</p> <ul style="list-style-type: none"> - Application of funding through the Community Chest process to cease. - WHs commitment to supporting tenants through the provision of funding, but this will be allocated rather than applied for. - CSR funding will be more objectively delivered with a forward plan to detail how this is utilised across the city with a focus on areas that most need support. - Funding would also be used to address common complaint themes with the aim of learning from and reducing complaints. - Chosen projects would align with priorities across the city and CWC's priorities with initiatives/projects supported that are sustainable. - Friendship Groups and TARAs – consideration of allocated funding under review for current groups and future planning. - CSR committee established to scrutinise all suggestions for CSR projects. - Currently £40,000 for CSR initiatives and expenditure of the funds is not time limited. Contractors and suppliers not only gave financial contributions to CSR but also in-kind contributions such as supplies and manpower. - The Community Page on the WH website and WH's CSR policy are under review. - Wolverhampton Homes Annual Report will include detail on the initiatives supported through CSR and the impact and outcomes of these initiatives. - Company commitment to volunteering providing each staff member with two days paid volunteering leave. Staff are encouraged to undertake team volunteering days some of which have already taken place. - Suggestions for CSR projects will also be put forward by WH staff such as Tenancy and Leasehold Officers. 	

	<ul style="list-style-type: none"> - Comms campaign would be implemented to raise awareness of Corporate Social Responsibility and how the company can support the Giving Back scheme. 	
9.3	KB expressed interest in starting a peer support group for people experiencing addictions. This would be a potential group that is set up around the parameter of the CIP activity.	
9.4	JL / AL detailed youth work that had been done in Heath Town between 2012 – 2020.	
9.5	LT responded positively to the GSB initiative and believes the initiative would ensure fairness in how funds are allocated across the city and would better benefit tenants in all areas.	
9.5.1	Actions: 13.GSB forward plan / updates to be shared once finalised.	
10.0	CPH - DMC Video	
10.1	CPH informed the CIP that WH plans to revise their current DMC video to include up to date information – with a focus on the aspects of self-management of DMC customers and scenarios of when WH would need to address issues.	
10.2	Feedback from CIP members regarding management of DMC: <ul style="list-style-type: none"> - customers do not get informed of next steps following inspections. - mould can grow behind furniture put up against walls and this is often missed in literature and videos on the subject. - information on how the customer can avoid and manage DMC. - cleaning gutters to prevent DMC. - dealing with draughty windows. - who to report DMC to. - giving a direct response to DMC enquiries that come through social media. 	
10.3	CPH asked if any CIP members would be willing to be featured in the new video. KF and GT agreed to take part.	
10.3.1	Actions: 14.Video script to be reviewed via Teams.	
11.0	Any Other Business	
11.1	JL left the meeting at 1:25pm.	

11.2	Discussion took place to express some discontent with how CIP meetings are run and concerns around group dynamics were mentioned.	
11.3	JB agreed to call CIP members concerned to follow-up and to confirm their attendance at the next CIP meeting.	
12.0	Tenant Satisfaction Measures (TSMs)	
12.1	Agenda item postponed to the next scheduled meeting.	
13.0	Forward planning - agenda items	
13.1	Communities and Service Delivery overview to be provided to next CIP meeting.	
13.2	Tenant Satisfaction Measures and Complaints to be added as a standing item on the agenda.	
13.3	Scheduled breaks to be included in the agendas.	
14.0	A.O.B.	
14.1	CPH reflected on the successes of the meeting with reference to the Gas Safety video and Homeless Prevention Pilot.	
14.2	JB confirmed the comms campaign for CIP recruitment is ongoing.	
15.0	Future CIP meeting dates	
15.1	<ul style="list-style-type: none"> - 10 October 2024 – Merry Hill office - 12 December 2024 – Merry Hill office 	