

Meeting minutes


Meeting: Customer Involvement Panel
Date: 10 April 2025
Venue: Wednesfield Board Room
Time: 10:00 – 14:00


In attendance:


Louise Talbot (LT)	-	CIP Tenant member – Chair
Alzie Logan (AL)	-	CIP Tenant member
Gemma Taylor (GT)	-	CIP Tenant member
Juliet Logan (JL)	-	CIP Tenant member
Richard Hall (RH)	-	CIP Leaseholder member
Sandra Roe (SR)	-	CIP Tenant member
Theresa Phillips (TP)	-	CIP Tenant member
Amen Amiebenomo (AM)	-	CIP Tenant member
Mark Cooper (MC)	-	CIP Tenant member

Wolverhampton Homes Staff in attendance:


Julie Haydon (JH)	-	Director of Corporate Services
Ian Gardner (IG)	-	Director of Property Services (item 3)
Simon Banfield (SB)	-	Head of Assets and Stock Investment (item 3)
Andrew Finch (AF)	-	Customer Experience Manager (item 4)
Michael Hough (MH)	-	Customer Experience Manager (item 5)
Charlotte Palmer-Hollinshead (CPH)	-	Communications Business Partner (item 6)
Nick Lacey (NL)	-	Building Safety Manager (item 7)
Katie Dugmore (KD)	-	Talent Attraction and Resourcing
Specialist(notes)		

1.0	Welcome, Introductions and apologies	
1.1	<ul style="list-style-type: none"> Louise Talbolt – CIP Chair 	
2.0	Minutes of the previous meeting – 06 February 2025	
2.1	The minutes of the previous meeting were agreed as an accurate record.	
2.2	IT issues mentioned – this will be discussed at the end of the agenda.	
3.0	Directorate and Head of Service overview – Ian Gardner, Director of Property Services and Simon Banfield, Head of Assets and Stock Investment	 Property Services Overview - April 2025
3.1	Directorate overview from Ian Gardener, key points mentioned:	

<p>3.2</p>	<ul style="list-style-type: none"> • Joined WH five years ago, during the start of the Covid-19 pandemic. • Shared structural changes in the Property Directorate to align with city wide regulatory and legislative developments. <p>Directorate includes four Heads of Service overseeing key areas:</p> <ul style="list-style-type: none"> • Assets, Compliance & Facilities: Covers core compliance areas, gas, electric, lifts, asbestos, etc. • Capital & Commercial - Managing a £100 million capital works programme, including upgrades like pipework, roofing, bathrooms, and green technologies to improve energy efficiency. • Maintenance Team Responsible for day-to-day repairs, with over 82,000 visits last year. Struggles remain with staffing in the Direct Labour Organisation. • Traded Services - Support for WHG, WV Living, and legacy maintenance for sold properties. <p>Other considerations:</p> <ul style="list-style-type: none"> • Emphasis on affordability and value through partnerships with contractors such as Wates and United Living. • New regulations post-Brexit impacting procurement and PPE standards. • Leaseholder reform updates pending government direction, managing increasing costs related to building safety compliance. • Maintenance challenges include recruitment and contractor availability. • Fly tipping on housing land is a major issue, AI cameras now being used in collaboration with police. • Increased pest issues (rats, bedbugs) noted, with management efforts ongoing. • A specialist damp, mould, and condensation (DMC) team were established in April 2024 in response to Awaab's Law. • Upcoming changes to fleet and equipment through the Crinkles contract, including a quality assurance team. 	
<p>3.3</p>	<p>Service area overview - Simon Banfield</p> <div data-bbox="325 1731 379 1792">  </div> <p>2025-04-10 A&SI presentation to CIP v.1</p>	

	<ul style="list-style-type: none"> ASB issues such as noisy neighbours also feature as a trend in terms of reasons for complaints. The increase in the number of complaints was highlighted, with additional resource/support to meet the timescales for acknowledgement. WH is working with the city council on the review of the Complaints process – this will support the identification of improvements in relation to the terminology, understanding and process. 	
4.4	<p>Questions & comments:</p> <ul style="list-style-type: none"> LT talked about the delay in some cases in acknowledging complaints. On occasion, this has been up to four weeks. . AF Response – acknowledged that this does happen on occasion. It is not the norm, but occasionally there are delays in acknowledging complaints. This has been addressed, with the Head of Service, and a plan is in place to ensure that wherever possible, the turnaround time is met. GT asked about official response time for complaints. AF Response – confirmed that as per the policy, the response time for acknowledgement is 5 working days. JH emphasised the importance of reviewing the complaints process and reiterated the importance of the CIP in reviewing this. Feedback was sought from the group to gain thoughts on reviewing the process, and the complaint responses. <p>CIP members felt this would be a worthwhile exercise in terms of their scrutiny and suggestions.</p> <ul style="list-style-type: none"> TP said that there are some customers who may not understand what qualifies as a complaint. JH confirmed that this would be addressed as part of the Complaints review. LT suggested discussing complaints in “Let’s Talk” sessions. JH confirmed that this has been previously delivered and felt would be helpful to revisit. Requested an action be raised for Jenny Billingsley. 	
5.0	Personal Safety and Conduct, addressing recent incidents involving staff – Michael Hough	 CIP - Personal Safety Incidents.pptx
5.1	Refer to presentation	
5.2	Discussion highlights:	

5.3	<ul style="list-style-type: none"> • MH presented a general overview of incidents that involve staff members, when visiting customers. Also stated that incidents often involve partners, friends, or others – not just tenants. • Examples of incidents: <ul style="list-style-type: none"> ○ Items thrown from high-rise blocks. ○ Dog attack resulting in staff injury. ○ Ongoing staff absences due to trauma from incidents. • Staff safety initiatives include: <ul style="list-style-type: none"> ○ improved training, service delivery focus, and awareness of digital privacy (e.g., staff being searched on social media). ○ Debriefing opportunities across the business. ○ Provision of alert alarms. ○ Notification of any specific requirements on the housing management system. <p>Panel discussion:</p> <ul style="list-style-type: none"> • GT emphasised visibility, tenants should know who their area contact is. • TP suggested sending out TLO profiles to tenants. • JH mentioned that all TLOs are on the website. • LT mentioned the importance of understanding mental health and related behaviours and staff awareness when speaking with customers. <ul style="list-style-type: none"> • LT asked about use of bodycams. MH Response – This would be considered in terms of the proportionality of ongoing issues, or trend analysis • TP raised a note in terms of individuals needs and where mental health can impact on customer behaviour. Again referred to staff being understanding of, or aware of, potential behaviours. • LT suggested flagging customers with mental health conditions in the system. MH Response – Important to be mindful of GDPR and what is shared. Alerts are added at allocation/sign-up and updated when credible information is provided. Information is shared with partners (e.g., P3). • It was noted that the Systems Development Manager is working to develop the Customer app – to enable customers to upload any • MH notes that the team are not mental health professionals, and therefore caution is always taken. There is the need for more and better partnership working given the restrictions in terms of police 	
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	<p>involvement, for example with low level Anti-social behaviour, or with Social Services where the bar for support has changed. Often a housing officer is the only person that may visit for long periods of time and staff do not want to walk away where there is someone in need.</p> <ul style="list-style-type: none"> JH expressed that the company has a duty of care to all members of staff, to ensure they are operating in a safe environment. Where customers are not behaving appropriately, this does on occasion, require intervention. 	
6.0	Tenant Satisfaction Measures update – Charlotte Palmer Hollinshead, Communications Business Partner	 TSM April update.pptx
6.1	Refer to presentation	
6.2	<p>Discussion:</p> <ul style="list-style-type: none"> Refresher on TSMs shared, building on previous session's data. JH asked if the CIP panel felt fully aware and understood the purpose and context of TSMs. Panel members requested a refresher would be helpful. <p>Action: Julie to present on TSMs quarterly report at a future CIP meeting for clarity.</p> <ul style="list-style-type: none"> LT highlighted a different, more personal approach to CIP recruitment via "Let's Talk" sessions and a promotional video. <p>Action: CIP members to be notified of event dates.</p> <ul style="list-style-type: none"> In respect of sharing the great work that the CIP are involved in, JH talked about how we could do this, to ensure all customers and the city council could be made aware. JH shared details shared on how Cornwall Housing publicises its CIP work and suggested reviewing those examples: https://www.cornwallhousing.org.uk/residents-area/getinvolved/tenant-led-scrutiny-panel/ <ul style="list-style-type: none"> JH advised that she would contact TPAS to ask for support in terms of how others share information – best practice etc. 	

7.0	National Housing Federation update – Nick Lacey	
7.1	Refer to presentation	
7.2	Highlights: <ul style="list-style-type: none"> • Team have recently received a fire safety award for their work in supporting the business to deliver an efficient and effective service. • Training underway on fire stopping in relation to third party accreditation. Communication improvements are being considered to ensure what is and is not allowed re: fire safety. • LT attended the NHF event, spoke on a tenant panel, and shared an unscripted tenant perspective, well received. • Fire safety video was shown during the session. 	
8.0	Technical support (IT equipment) – Rob Walton	
8.1	Rob was unable to attend. Current IT access status: <ul style="list-style-type: none"> - Access confirmed - RH, LT, GT, TP, MC - Access issues - SR (Teams only), AA (No access), JL (No access), AL (No access) - KD will contact Rob to visit no access members and resolve. 	
9.0	Any other business	
9.1	Let's Talk Session dates to be circulated by KD. CIP members asked to confirm availability.	
10.0	Date of next meeting: Thursday 12 June 10am	

Please refer to actions table below:

Actions	Responsible	By when
Property Services Simon and Ian to return to next CIP meeting to address outstanding questions.	KD	June 10
Communication process - CIP to review communication process regarding letters and updates. (Item 3 SB)	KD/LT	Forward Plan Oct 2025

Complaints sub-group - Create subgroup for CIP to support review of complaint cases and contribute to process improvement (suggested by JH).	KD	June 10
Complaints sub-group - AF to join subgroup exploring complaint handling.	AF	June 10
Incidents - MH to share an anonymised example in a future session to explain incident handling process.	MH	Oct 2025
Let's Talk - CIP members notified on Let's Talk dates	KD	Completed
Tenant Satisfaction Measures - Julie to present on TSM quarterly report at a future CIP meeting	KD	June 10
Energy Centre - Plan visit to new energy centre, likely in autumn following testing.		Oct 2025
Decent Homes - Definition of "Decent Homes" requested by GT	KD	Completed

