

Meeting minutes

Meeting: Customer Involvement Panel Meeting
Date: 10 October 2024
Venue: WH Wednesfield Office
Time: 10:00am – 1:00pm

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

Observers in attendance:

Amen Amiebenomo	-	Tenant
Georgette Martin	-	Tenant
Kirsty Mallin	-	Tenant
Mike Modelsky	-	Tenant
Richard Hill	-	Leaseholder
Sandra Roe	-	Tenant

Wolverhampton Homes staff members in attendance:

Andrew Finch (AF)	-	Customer Experience Manager
Charlotte Palmer-Hollinshead (CPH)	-	Communications Business Partner – External
Elizabeth Kent (EK)	-	Capital Projects Officer
Julie Haydon (JH)	-	Director of Corporate Services
Stephen Perry (SP)	-	ASB Manager
Trisha Gallardo (TG)	-	Community Development Officer

1.0	Apologies	
1.1	<ul style="list-style-type: none"> Irene Cheshire – Tenant member Mandy Woolley – Customer Involvement and Community Engagement Business Partner 	
2.0	Welcome and introductions	
2.1	LT welcomed everyone to the meeting.	
2.2	For the benefit of observers present, the Chair summarised the purpose of the Customer Involvement Panel and its functions.	
2.3	All CIP members and WH staff: JH and TG introduced themselves.	

<p>3.0</p> <p>3.1</p> <p>3.2</p> <p>3.3</p> <p>3.3.1</p>	<p>Minutes of the last meeting – 12 September 2024</p> <p>CIP minutes for September 2024 were reviewed and agreed as a true record.</p> <p>The Chair reminded members that minutes need to be reviewed prior to each meeting.</p> <p>CIP members agreed to share the minutes with observers following the meeting.</p> <p>The Chair requested that a printed copy of the meeting agenda be provided to members at all future meetings.</p> <p>Actions:</p> <p>1. TG to share minutes of the meeting held on the 12 September with observers.</p>	
<p>4.0</p> <p>4.1</p> <p>4.2</p>	<p>JH - Customer Involvement Panel</p> <p>JH gave a review of the CIP, achievements since its inception 12 months ago and the extensive training CIP members had received from the Tenant Participation Advisory Service (TPAS).</p> <p>The purpose of the CIP and the context in which it operates was discussed:</p> <ul style="list-style-type: none"> - Regulation in the sector has become more robust. - The Housing Ombudsman reviews WH's services and WH then collates recommendations from the report. These recommendations are taken to CIP for discussion to ensure the customer perspective is taken into account. - Ensuring the customer voice is heard and this leads to service improvement. - The CIP comes under the Community and Service Delivery Committee. (The Chair will be attending the next committee meeting). - CIP members as representatives of all customers. <p>JH asserted that the CIP has delivered according to its purpose and the original vision with the exception of the expected number of panel members. It was confirmed that WH is actively recruiting customer panel members and recruitment is ongoing.</p> <p>JH highlighted the positive work of the CIP and the recognition of this work in the Ombudsman Spotlight Report in relation to CIP's involvement in the Good Neighbour Charter, and also positive comments received from the National Federation of Housing (NFH).</p>	

	<p>At JH's request, CIP members spoke about their experiences of being on the CIP:</p> <ul style="list-style-type: none"> - The Chair valued the opportunity to consider processes from both the perspective of the organisation and that of a customer, which has helped to increase her understanding. <p>It was confirmed that the Tenant Satisfaction Measures (TSMs) and the formal complaints process are permanent CIP meeting agenda items.</p> <p>A discussion took place around what is and what isn't classed as a complaint. It was agreed that customers' understanding of what is classed as a complaint is not clear and this needs to be addressed.</p> <p>It was agreed that awareness and understanding of the TSMs needs to be improved amongst customers and staff.</p> <p>JH emphasised that communication is paramount and that outcomes will always be communicated.</p> <p>JH confirmed that Board members have requested to come to CIP.</p> <p>JH thanked members and observers for their time and interest in participating in the CIP.</p>	
5.0	LT - Visit to Tarmac Road Office	
5.1	<p>Discussion took place around the CIP's visit to the Tarmac Road Office in August. Key points raised:</p> <ul style="list-style-type: none"> - CIP members requested the visit to better understand the repairs process. Following their visit, CIP members do not agree this objective was met. 	
5.2	<ul style="list-style-type: none"> - The visit was scheduled during the school holidays despite members asking for these periods to be avoided. <p>Discussions took place around the need for contractors (namely Morgan and Bond) to have a member of their staff present in a WH office to deal with issues. JH confirmed that this arrangement is no longer in place and that sample visits are now conducted for quality assurance.</p> <p>JH highlighted that WH are required to work with contractors to meet demand. WH expect high standards from all their contractors as the TSMs do also relate to contractors' work.</p>	

	<p>JH confirmed that various measures are being considered to ensure service improvements in relation to repairs. These measures will be brought to the CIP when they have been confirmed.</p> <p>JH offered CIP members the opportunity to visit Homes Direct (HD).</p> <p>Action:</p> <p>2. Arrange another visit to WH's Tarmac Road Office.</p>	
<p>6.0</p> <p>6.1</p> <p>6.2</p> <p>6.3</p>	<p>CPH – Tenant Satisfaction Measures (TSMs)</p> <p>Information on TSMs was presented:</p> <ul style="list-style-type: none"> - TSMs are a means to assess how well landlords of social housing, in England and Wales, are performing. - There are 22 TSMs: 10 of which focus on technical data and 12 that focus on perception. - TSMs cover 5 thematic areas: <ul style="list-style-type: none"> o Keeping properties in good repair o Maintaining building safety o Respectful and helpful engagement o Effective handling of complaints o Responsible neighbourhood management - Perception surveys are administered by Acuity (an external company) to gather data on customers' satisfaction. - Surveys participants are selected at random and surveys are anonymised and predominately conducted over the telephone. - The data gathered through these surveys supports improvements in service delivery. <p>Data was collected in 2022/23 and 2023/24 and this year is the first year comparisons between years can be made. Please refer to the Key points:</p> <ul style="list-style-type: none"> - Increases in satisfaction were seen in most areas. - <p>3 measure remained the same</p> <p>Largest increase in satisfaction: top 3</p> <p>Drops in satisfaction: 638 tenants made comments</p>	

	<p>18% want to see an improvement in repairs – time to complete and completion of outstanding or forgotten repairs.</p> <p>Over three quarters satisfied with WH.</p> <p>Complaint handling is an area with least satisfaction.</p> <p>Data will be updated monthly - TBC</p> <p>Action: CPH will share presentation</p> <ul style="list-style-type: none"> - Links to where TSMs are shared and information <p>Printed information on TSMs for Alzie and Juliet – post prior to next meeting</p>	
7.0	TSMs	
7.1	<p>Introduced TSMs.</p> <p>What they are: means to assess how well social landlords in England and Wales</p> <p>22 TSMs</p> <p>10 – technical data</p> <p>12 – perception surveys completed</p> <p>5 Themes -</p> <p>Future meetings – performance against measures</p> <p>Perception surveys – provide data on tenant's satisfaction</p> <p>Surveys random – predominately telephone and anonymised</p> <p>Support improvement for service delivery.</p> <p>3 measure remained the same</p> <p>Largest increase in satisfaction: top 3</p> <p>Drops in satisfaction:</p> <p>638 tenants made comments</p> <p>18% want to see an improvement in repairs – time to complete and completion of outstanding or forgotten repairs.</p> <p>Over three quarters satisfied with WH.</p> <p>Complaint handling is an area with least satisfaction.</p>	

8.3	1. Outstanding repairs or maintenance 2. Comms about service requests 3. Services provided by staff 4. Housing circumstances – normally customers waiting for housing	
8.4		
8.5	Lessons learnt 1. Asset compliance – grounds maintenance Increase presence on estates to monitor Schedules of work online 2. Homeless services	
8.6	Process review completed 5/8 one duty call to prevent duplication 1/7 – same and next day visit	
8.7	3. Repairs 4. Home sales New customer letters	
8.8	5. Capital works Confusion regarding at what point something becomes a complaint. No pre-process allowed Complaints aimed to be resolved at first point of contact via HD esp. low level. If still dissatisfied then take to stage 1. G No trends on resolution on first point of contact. AF Customer chasing service request – clarity on where customer is in process and that this is an enquiry and not a complaint. Action: trends on customer enquiries. AF	
9.0	Health Champions	
9.1	Removed from agenda for now CHousingStrategyT currently working with Public Health and One Wolverhampton on That	
9.2	Action: Update when the initiative has been agreed.	

[illegible]

9.5		
10.0		
10.1	<p>Stock investment – over £1 million capital works</p> <p>Strategic partners – Wates, UL</p>	
10.2	<p>Write to residents of estate – the partner would then also write to the residents to explain details of the project</p> <p>5 intro letters</p> <p>Are they fit for purpose</p> <p>Uniformity across the both partners with format of letters set out</p> <p>WH contacts customers first after consultation</p>	
10.3	<p>Struggled to get customers engaged in consultation – well-advertised and in a central location in estate. Then did door knocking. Lean more toward this.</p> <p>Gem – suggestion TLO to support with delivery</p> <p>Letter 1 – extra contact number – office or out of hours – 2 points of contact – fine otherwise</p> <p>Action: feedback – at next meeting</p>	
11.0	Any Other Business	
11.1	JL left the meeting at 1:25pm.	
11.2	AL expressed discontent with how CIP meetings are run and concerns around group dynamics were mentioned. AL stated that JL felt the same way and had felt overlooked.	

11.3	JB agreed to call JL and AL to follow-up and confirm their attendance at the next CIP meeting.	
	Action – book another visit to Tarmac that is fit for purpose.	
12.0	ASB Policy	
12.1	<p>Tenure neutral ASB service for the whole city.</p> <p>Brief overview: ASB one of the city's 5 priorities</p> <p>Work in conjunction with a number of stat partners and voluntary organisations.</p> <p>Current policy expired this year: draft policy been shared.</p> <p>New more complex policy than previously due to learning from complaints received. More informed decision with more information.</p> <p>The policy holds the service to account and transparent.</p> <p>Summary – report via a number of channels – links from council website to WH website – admin team – create a case – directed to TL who triages case threat and risk A - 1 working day B – 2 working days or C 5 working days. Conversation with the person reported; get a full picture; what would you like from this situation, discuss options, next steps so client can make an informed decision of how they would like to proceed. Eviction is the last course of action. Priority of CWC to prevent homelessness. Solving a problem and not moving a problem. Cause of ASB – usually mental health. Poor mental health needs to be considered before prosecution due to equality legislation. Independent review if not happy.</p> <p>Specialist domestic abuse advisors.</p> <p>In conversation with Sam to be able to report on app.</p> <p>Building community can build relations. Frightened when fragmented.</p> <p>Meetings not required – generating a feeling of community.</p>	
13.0	Good Neighbourhood Charter	
13.1	H Omudsman recommended.	
13.2	Nuisance is not ASB. Policy to encourage people to be good neighbours to each other. Approach neighbour with grievance in first instance.	

13.3	<p>The charter is to prevent escalations.</p> <p>Community Meetings - PACT.</p>	
14.0	A.O.B.	
14.1	TLO Manager job role day to day and purpose – what they do in areas so invite all managers.	
14.2	Action: TLO – role and purpose issues around visibility.	
15.0	Future CIP meeting dates	
15.1	<p>Not half term or holiday meetings. 13th Feb or 14th August</p> <p>Week before kids break up.</p> <p>Action: 6th Feb; 10th July</p> <ul style="list-style-type: none"> - 10 October 2024 – Merry Hill office - 12 December 2024 – Merry Hill office 	