

Name of meeting	Plus Dane Board		
Report title	Customer Assurance Panel (CAP) Chair's Report	Agenda item	7.1
Date of meeting	26 February 2026		
Author & job title	Rachael Johnston, CAP Chair		
Report status	Assurance and Approval		
Confidentiality	Non-Confidential		
Appendices	7.1a. CAP Terms of Reference		

1. Committee meeting summary

- 1.1 The panel discussed a wide range of issues but was unable to discharge its responsibilities in accordance with the Terms of Reference at the Quarter 3 meeting on 28 January 2028, as the meeting was not quorate. Members agreed to proceed with discussions and to defer any items requiring approval to the CAP Away Day on 16 February. These items were subsequently discussed at the Away Day and approved and this report also includes an update on these items.
- 1.2 Panel considered performance updates focusing on complaints and repairs, the Neighbourhood and Community Standard self-assessment, Customer Voice Framework embedment, Tenant Satisfaction Measures (TSM) performance and proposed targets for 26/27 and feedback from Board in relation to the approved rent increase for the year ahead.
- 1.3 A number of recommendations have been presented to the Purpose Committee, informed by feedback from members who attended the meeting. Although the meeting was not quorate, these matters fall within the Committee's delegated authority under the Terms of Reference. Members present agreed that it was still valuable to provide input from a customer perspective.
- 1.4 The meeting was also attended by five observers, including three new prospective CAP members and new Board members Dylan Roberts and Emma Davison.

2. Recommendation

- 2.1 Board is asked to:
 - a. Confirm assurance with the activities conducted at Customer Assurance Panel.
 - b. Recommend approval of the Neighbourhood and Community Standard self-assessment.
 - c. Recommend approval of the proposed Tenant Satisfaction Measures (TSM's) for 2026/27, noting CAP members feedback on the ASB handling target.

3. Items to be brought to Board's attention

- 3.1 Members reviewed the annual self-assessment for the Neighbourhood and Community Standard and were assured by the reduced number of improvement actions when compared to the self-assessment completed in February 2025, and that this assessment included no areas of non-compliance. This is the third self-assessment completed and members were keen to see the four outstanding actions progressed during the next six to 12 months, particularly in relation to developing procedures to support tenants with diverse needs in how to make reports of ASB, especially in light of current TSM performance in this area.

4. Hearing the customer voice

- 4.1 Progress to embed the Customer Voice Framework continues and it was positive to see the first meetings being held for the Leaseholder Group and the Customer Communications Group and the work being undertaken through the Service Improvement Group to address lower levels of satisfaction in Runcorn, noting that this item was subsequently discussed at the members Away Day as part of a visit to Castlefields. Members also noted the challenges with developing a Supported Group due to the diversity of this customer group, however agreed to focus on how this group can be developed during April's meeting.
- 4.2 Members expressed some frustration with the decision made by Board in November to approve a rent increase of CPI + 1% on the basis of continued increasing costs for customers. However, in the context of increasing regulation, continued need to invest in existing and building of more new homes to further strengthen the Business Plan, and the wider inflationary pressures that Plus Dane itself is exposed to, members understood the rationale.
- 4.3 The rent increase also generated debate around the challenges of leaseholder service charge costs, and recent significant increases in insurance charges. Members were assured that service charges do not rise at the same pace as rent increases but instead are based on actual costs to deliver the service plus a small management fee. In the case of insurance it was also acknowledged that this is a control that Plus Dane has limited capacity over but does retain a broker to ensure its group policy offers best value to its customers, and that this is reviewed annually.

Items for approval

5. Tenant Satisfaction Measures

- 5.1 The proposed TSM's for 26/27 were presented to members who understood the need to balance being ambitious and realistic to ensure targets could be meaningful for teams delivering the service. It was pleasing to see the continued steady increase in performance year on year, and that the regulator feedback that improvements of c. 2 to 3% per year were seen as signs of organisations who are making consistent improvements to service delivery. However, members questioned the target being proposed for satisfaction with ASB handling, which shows a stretch target of almost 7%, despite the fact this measure has only improved by 0.3%. However, noted the action in the Consumer Standard self-assessment relating to supporting tenants with diverse needs when reporting ASB may go some way to support this. It was suggested that this metric should be lowered. Overall, members were supportive of all the other proposed TSM targets.

Items for assurance

6. Items for Assurance

- 6.1 Members reviewed the updated Terms of Reference (TOR) at the Away Day, and approved the changes which include an increase in the number of members, formal approval of Rachel Johnston to the role of Chair and Amanda Graham as Vice Chair for an initial three year term with the option to extend this for a further three years to align to the National Housing Federation Code of Conduct. In addition, the revised TOR also includes a greater focus on the Customer Voice Framework and CAP's role in ensuring its successful embedment. The TOR is included at appendix a for information.
- 6.2 Having approved the updated TOR members were pleased to ratify the appointment of three new CAP members at the Away Day, appointing Kenneth Groome, Pauline Maurice and Mark Jackson, all for an initial three year term.
- 6.3 Members were pleased to see the continued excellent performance improvements in the repairs service, which has now seen the WIP target achieved, at 5.7%, and a significant reduction in the number of days to complete responsive repairs which has reduced from 30 days at the start of April to just 15 days for Q3. In addition, all non-emergency repairs performance of 85.9% at the end of Q3 against a target of 87% demonstrated to members the significant progress which has been made and given the impact this service area has on customer satisfaction members felt that this will only further support the trajectory of overall satisfaction performance for the TSM's.
- 6.4 Members discussed whether a separate repairs report was needed moving forward based on current performance. Given the impacts on satisfaction, members felt it important to retain visibility and further discussed this item at the Away Day where it was agreed that a repairs performance update should be included in the Key Issues paper moving forward.
- 6.5 Complaints satisfaction continues its positive performance, and it was assuring for members to see a continued downward trend of 5% year on year, against a sector wide increase of 3%. In addition, TSM performance in this area is also showing significant improvement of 6% year on year.

7. Meeting review

- 7.1 Members felt both the meeting and the Away Day were positive in terms of paper content, discussion, and contained a healthy mix of challenge and debate. In addition, Members were particularly pleased by the content of the Away Day which has helped to support the continued improvement in the effectiveness of the panel.
- 7.2 Members highlighted how pleased they were with the current trajectory of performance, particularly in areas where it has a significant impact on customer satisfaction and wanted to thank the teams for their continued commitment to delivering services in what is a challenging environment.

Rachael Johnston

CAP Panel Chair