

Name of meeting	Plus Dane Board		
Report title	Customer Assurance Panel Update	Agenda item	8.2
Date of meeting	27 February 2025		
Author & job title	Rachael Johnston, Chair of Customer Assurance Panel		
Report status	Assurance		
Confidentiality	Non-Confidential		
Appendices			

1. Purpose of report

1.1 This report provides Board with an update of activities within the Customer Assurance Panel (CAP) in Q3. CAP met on 22 January 2025. As part of our pre-meet, the panel has agreed to meet and discuss the continued evolution of the panel as we prepare for a recruitment drive to welcome new members.

2. Recommendation

2.1 Board is asked to:

- a. Note the update from CAP.

3. Key issues

3.1 A number of key issues were presented around Board succession, rent review and new homes approved by Board. The main discussion was around CAP’s position in supporting Plus Dane with the improvement plan, to be agreed with the Regulator of Social Housing.

4. Core Landlord Performance

4.1 Q3 performance was discussed, and we had the opportunity to discuss how performance information should be presented to customers, a survey is due to go to customers shortly which CAP will review. The panel feel that whilst Tenant Satisfaction Measures are regulatory requirements, performance information needs to be brought to life through case studies and support customers to understand how we are doing through a variety of ways.

4.2 We did discuss the impact of the 2024 disturbances and link to tenancy action so we can better understand Plus Dane’s position and discussed the links to when we can and can’t take tenancy action.

5. Q3 Engagement report

5.1 This was our first formal report on engagement activity which demonstrated to CAP how we are engaging with customers. We asked the new Executive Director of Homes, Communities & Customers to look at how we can increase engagement and visibility through walkabouts.

6. Catch Up Repairs Programme

6.1 We were pleased to see the catch up programme process and a final push before year end to achieve the original target of between 3,000 to 3,500 repairs.

6.2 The panel discussed the No Access procedure and in particular the inefficiency of customers missing appointment. It was good to hear that the Homes project and new system will support us to appoint a repair during the first contact with the customer as well as allowing customers to change a repair appointment by a text message which should reduce no access levels.

6.3 CAP asked what steps will be taken to prevent further increase in waiting time for a repair, given that last year it was 32 days, and this has increased to 37 days. The Director Homes talked the panel through changes to logging of routine responsive repairs which has impacted on this, with improvement work underway to reduce this.

6.4 Members agreed that the programme has been delivered, not perfectly, but it has reduced the number of works which were outstanding. CAP would like this positive approach to be showcased to customers.

7. Consumer Standards

7.1 The self-assessment against the Neighbourhood & Community Standard was presented as a positive position of compliance with areas for improvement identified.

8. Customer Voice Framework

8.1 This will be considered also through the Purpose report but CAP were supportive of the simplified framework covering how we will engage with customers. We recognise that customers' voice can be reactive and proactive. We avoid being restrictive with our approach but agile to issues and changes in legislation.

8.2 The panel agreed that the framework is good, querying who would report, collate, and take responsibility for all the activity within the framework. The Deputy Chief Executive acknowledged that, subject to approval, resource allocation will be reviewed to ensure smooth implementation of the framework.

8.3 The panel challenged officers on making sure the framework is inclusive and monitored to provide assurance that it is.

9. Feedback to Board and Committee

9.1 To summarise the key points:

- We are assured that positive progress has been made on the catch up programme.

- We would like to see more use of positive messaging and case studies to support the good work that we do.
- We are supportive of the Customer Voice Framework.

Rachael Johnston

Chair of Customer Assurance Panel