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| **Name of meeting** | Plus Dane Board | | |
| **Report title** | Customer Assurance Panel (CAP) | **Agenda item** | 6.2 |
| **Date of meeting** | 23 May 2024 | | |
| **Author & job title** | Angela Needham, Chair of CAP | | |
| **Report status** | Assurance | | |
| **Confidentiality** | Non-Confidential | | |
| **Appendices** |  | | |

# Purpose of report

* 1. This report provides assurance to Board that CAP has met in the quarter and to update on activities at the annual away day on 27 April 2024.
  2. We were pleased to hold the away day at Atlantic Pavilion to see how office facilities are set up and how colleagues use the office.

# Recommendation

* 1. Board is asked to:

1. Note appointment of Angela Needham as Chair of CAP and Rachael Johnston as Vice Chair of CAP.
2. Note the update of activity from the CAP’s away day.

# Election of Chair

## 3.1 Following the resignation of the previous Chair in late 2023, CAP considered the election of Chair and Vice Chair. I have been appointed as Chair and am pleased to report Rachael Johnston has been appointed as Vice Chair.

## 3.2 We look forward to working with customers, CAP members and officers of Plus Dane to deliver the aims of CAP.

# Corporate Plan, Budget and Business Plan

## 4.1 We were pleased to be presented with the new corporate plan as well as the financial information to support its delivery. We were particularly pleased to see the alignment of the plan with the feedback we received from customers, which CAP considered last year.

## 4.2 We spent a lot of time looking at the future plans as, as you can expect, we had lots of questions about repairs and investment works. We are pleased to see that planned investment is being prioritised as ultimately this will increase customer satisfaction. We hope Plus Dane will be more assertive in communicating their intentions regarding investment programmes.

## 4.3. We did not get time to go through the Customer Experience Strategy but are heartened the indications suggest a shift in mindset, language and actions. However, we do feel that all available channels should be used to communicate with customers.

# Regulatory update

## 5.1 We were updated about the changing regulatory landscape in terms of how we will be inspected but also how we will need to comply with the new Consumer Standards; we were familiar with the standards having submitted our feedback on them last year.

## 5.2. CAP would be pleased to meet with the Regulators as part of the inspection regime. We will consider at our July meeting what information and support we may need from officers.

# Repair Responsibilities

## 6.1 This was discussed as an item that will be shared with Plus Dane Voices for comment before travelling to CAP for consideration. This example was given because we were informed that an independent review on customer engagement is being carried out.

## 6.2 We were pleased with this as we have regular discussion on how we hear the wider voice and how we can commission works from other engagement forums to support the work of CAP so we can confidently represent customers’ views. At present we are limited to officer reports and customer satisfaction data.

## 6.3 We are pleased that CAP will be part of this review and will consider the recommendations from it ahead of Board review.

# Cross Committee referral

7.1 No direct issues to be referred to Committees other than the scrutiny we continue to place on repairs, maintenance, and communication improvements.

# Matters to be brought to the attention of the Board

## CAP Members highlighted a challenge regarding the impact the 53-week rent period has had on some customers including those that have direct debit payment set up as incorrect details have been provided. It was agreed that the Director of Customer Experience will take an update to the next meeting.

Angela Needham

Chair of CAP